



TRANSIT CHIEF – RAIL TECHNICAL TRAINING

Class Summary

The responsibilities of this classification include overseeing Rail technical training and supervising assigned staff to achieve timely and cost-efficient service delivery consistent with established performance improvement goals and service level requirements. Incumbents will oversee administrative functions to ensure the training supports the daily delivery of Rail Division services and complies with applicable operating agreements.

Distinguishing Characteristics

This is a single-level classification. Work is to develop, implement, improve, and evaluate technical training programs for rail personnel; design, develop, and assess curricula to meet changing organizational needs and regulatory and certification requirements; evaluate and incorporate up-to-date technology to meet evolving organizational needs; review and ensure the overall quality of curricula and training provided; and assess the effectiveness of training through post-course evaluations and operations performance metrics; develop, implement and evaluate customer service, remedial, post-accident, annual refresher, and similar training programs; evaluate trainer performance (including technical trainers and others assigned to deliver training); manage and maintain training documentation, certification, and training records; manage and ensure staff maintain required licenses and certifications. Work is performed independently under a Transit Superintendent's general supervision and direction in a centralized training department and/or within a specific section at Rail.

Examples of Duties

1. Supervise, plan, assign, and review the work of designated trainers engaged in developing, delivering, and updating training courses, classes, and sessions; determine work priorities and establish shift schedules; manage, review, and approve shift labor hours.
2. Develop estimates/forecasts of time, labor, and material costs; review and maintain data in learning management and database systems and prepare associated summary reports; track and document training curriculum updates and changes; coordinate training updates and tracking with appropriate groups; ensure training operations conform to contractual and applicable regulatory requirements.
3. Plan, develop, and deliver technical training programs for rail personnel; design, develop, and evaluate curricula to meet changing organizational needs and regulatory and certification requirements; review and ensure overall quality of curricula and training provided; and evaluate effectiveness of training through post-course evaluations and operations performance metrics; develop, implement and evaluate customer service, remedial, post-accident, annual refresher and similar training programs; evaluate Technical Trainer performance; manage and maintain training documentation, certification and training records; manage and ensure staff maintain required licenses and certifications.
4. Direct and ensure timely and appropriate support for service disruptions, weather emergencies, and critical incidents; coordinate response with internal and external stakeholders as needed.
5. Establish and maintain a collaborative and effective labor relations environment; ensure daily operations and personnel actions conform with the terms of negotiated agreements; confer with labor representatives to discuss and resolve issues; escalate issues to the Superintendent or Transit Labor Relations staff as appropriate; may be delegated authority for first-step grievance determinations on a case-by-case basis; testify at arbitration, unemployment, and related hearings as requested.
6. Manage employee absenteeism, vacation change requests, sick/injury leaves, and related ADA/FMLA/KCFML/WFLA processes and requirements for assigned employees; review and approve

leave requests consistent with staffing needs, employee preferences where possible and applicable County policy/procedures and bargaining agreements; review, correct and approve payroll; administer federal safety-sensitive drug and alcohol testing program for assigned employees.

7. Interview and recommend selection of training staff; provide employees with training and development opportunities as available; counsel staff on effective customer relations and safety strategies; evaluate staff performance through record reviews and performance appraisals; counsel employees in performance improvement requirements when needed; conduct investigations into allegations of employee misconduct, harassment, negligence, policy/procedure violations and similar assertions; determine appropriate follow-up actions including counseling, training and appropriate disciplinary actions in consultation with the Superintendent, Human Resources and Labor Relations as required.
8. Ensure compliance with all Rail, Transit Division, and County policies and procedures governing safety-sensitive positions, employment, worker safety, and related areas and with applicable local, state, and federal laws.
9. May be assigned to participate in internal and external work groups, project teams, committees, and task forces; coordinate operations, service delivery, and operating needs with appropriate staff as required.
10. Act as Superintendent as assigned.
11. Perform other duties as assigned.

Knowledge/Skills

Knowledge of employee development and training practices, adult learning theory/principles, and instructional design methodologies

Knowledge of the delivery of light rail services

Knowledge of the regulatory and statutory requirements that apply to Rail Division services

Knowledge of the relevant practices, policies, and procedures

Knowledge of effective supervisory principles and practices

Knowledge of fundamental human resource practices and workforce planning

Leadership skills

Communication skills

Customer service skills

Skill in planning and delegating work assignments

Skill in conflict resolution, problem-solving, and negotiation

Skill in handling multiple competing priorities

Ability to work varying shifts on weekdays, nights, weekends, and holidays as required for shift assignment and consistent with negotiated agreements

Ability to work for extended duty during adverse weather events and other emergencies

Ability to effectively engage in and sustain relationships with people from diverse cultures and socio-economic backgrounds

Ability to work independently and as a team member

Demonstrated proficiency with business applications, such as Microsoft Office suite

Education and Experience Requirements

Any combination of education and experience that clearly demonstrates the ability to perform the job duties of the position

Licensing, Certification and Other Requirements

Washington State Driver's License or the ability to travel throughout the county in a timely fashion

Some licenses, certifications and other requirements determined to be necessary to meet the business needs of the employing unit may be required

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| FLSA Designation | Exempt (Administrative) |
| Service Status | Career Service |
| EEO Code | 2 |
| Levels within same series | None |
| Class History | 08/2024 - Created |