



Class Summary

The responsibilities of this classification include direct oversight and supervision of an assigned area within Rail Vehicle Maintenance or Seattle Streetcar that include specific assignments in Vehicle Maintenance, Maintenance Training and the Material Service Center.

Distinguishing Characteristics

This is a standalone classification. Work involves daily supervisory oversight of employees and performance of administrative functions to ensure the assigned area of responsibility supports the daily delivery of light rail services, and complies with applicable provisions of the intergovernmental operating agreement with Sound Transit. Work includes oversight of assigned operations and supervision of staff to achieve timely and cost efficient rail maintenance service delivery consistent with established performance improvement goals and service level requirements. Work requires establishing effective and collaborative labor relationships, and application and administration of applicable labor agreements; monitoring assigned operations, responding to and resolving emergent operating problems and critical incidents; ensuring compliance with contractual requirements, operating policies and procedures as well as applicable local, state and federal rules and regulatory requirements; identifying and evaluating operating deficiencies, recommending corrective actions and coordinating remedial actions with appropriate Rail and Transit Division staff; monitoring labor costs, identifying cost containment strategies and recommending procedures to streamline maintenance operations and improve performance; and coordinating and supporting roll-out of varied special projects, technology improvements, staff training and similar initiatives. Work is performed independently under the general supervision and direction of a Rail Superintendent.

Examples of Duties

1. Supervise, plan, assign and review the work of Electro-Mechanics and Rail Service Workers engaged in the maintenance and repair of revenue and non-revenue light rail vehicles or streetcars, equipment, systems and facilities; determine work priorities and establish shift schedules; manage, review and approve shift labor hours; develop and recommend preventive maintenance/overhaul programs, standard maintenance/operating procedures and shop safety requirements; ensure maintenance and repair operations conform to contractual, manufacturer/warranty and applicable regulatory requirements; develop estimates/forecasts of time, labor and material costs; review and maintain data in automated vehicle maintenance systems and prepare associated summary reports; document equipment defects for warranty claims and review/close-out work orders; supervise the re-railing and loading of equipment; coordinate with Operations on car assignments, pull-in, pull-out and exchanges.

When assigned to Material Service Center:

2. Supervise, plan and coordinate materials management, equipment inventory, parts warehousing, distribution and warranty functions that support the operation of the light rail and streetcar systems; determine and manage parts/supplies inventories and order points; optimize parts/supplies demand availability while minimizing inventory capital requirements; supervise, plan, assign and review the work of Rail Maintenance Service Center Workers; manage inventory, storage and distribution of equipment, materials, parts and supplies for the rail system; develop, implement and monitor agreements with contractors and vendors; monitor and analyze material usage and equipment failure trends, and recommend corrective actions as appropriate; ensure parts, equipment and supplies conform to quality standards; develop and recommend procedures, processes, goals, controls and security required for the operation of the service center; supervise, manage and ensure accuracy in the maintenance and use of automated materials management, maintenance and related information systems; research, investigate and source parts and materials; ensure procurements conform with Transit Division and County policies and procedures; develop and manage parts room budget and

assist in budget preparation; ensure all hazardous materials are handled in conformance with regulatory and safety requirements.

When assigned to Maintenance Training:

3. Supervise, plan and develop training programs and curricula for rail maintenance staff; deliver training on proper maintenance and repair of light rail vehicles or streetcars, equipment and systems as well as a wide range of safety regulations, practices and procedures; develop and teach classes in repair, troubleshooting and maintenance of vehicle electrical, electronic and mechanical systems as well as communication and surveillance equipment and systems; develop troubleshooting exercises in various equipment subsystems; develop and provide various types of training required for safety and vehicle/equipment certifications/re-certifications; evaluate effectiveness of training provided through post-course evaluations and operational performance metrics; conduct training needs assessment to meet changing regulatory and operating requirements; update, track and maintain employee training and certification records, training contact hours and statistics in automated databases and management information systems; ensure training programs, delivery and supporting data conform with contractual and regulatory requirements.

Common examples among assignments:

4. Direct and ensure timely and appropriate response to service disruptions, weather emergencies and critical incidents; coordinate response with Superintendent, Rail Operations Center and other internal and external agencies as appropriate; investigate and prepare response to customer complaints regarding maintenance operations, services and staff.
5. Identify, evaluate and recommend service, quality, workplace and business process improvements; monitor daily labor costs and modify operations when necessary to achieve performance improvement targets while maintaining established maintenance service levels; implement Rail, Transit Division and area specific safety, technology, attendance, security, training and similar initiatives, projects and procedures.
6. 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 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.
7. 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.
8. Interview and recommend selection of assigned 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 employee performance appraisals as necessary; 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.
9. Ensure compliance with all Rail, Transit Division and County policies and procedures governing safety sensitive positions, employment, worker safety and related areas as well as with applicable local, state and federal laws.
10. 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 throughout the Transit Division as required.

11. Act as Superintendent as assigned.
12. Perform other duties as assigned.

Knowledge/Skills

Knowledge of electrical, electronic, mechanical, hydraulic, pneumatic and related systems and components of light rail vehicles or streetcars and associated equipment

Knowledge of effective preventive maintenance principles, practices and program development and rail equipment service, maintenance and warranty requirements

Knowledge of rail operations and the principles, practices and methodologies involved in the delivery of light rail services

Knowledge of the regulatory and statutory requirements that apply to light rail vehicle or streetcar maintenance operations

Knowledge of the principles, practices and techniques of performance management

Knowledge of federal, state and local laws related to employment, civil rights and affirmative action

Knowledge of the principles, practices and techniques of labor relations including interest-based or collaborative labor negotiations, grievance and arbitration processes and relevant labor agreements

Knowledge of fundamental human resource practices and workforce planning

Knowledge of automated maintenance management information systems

Knowledge of adult learning theory and training curricula development and assessment principles and practices for position assigned to Maintenance Training

Knowledge of the principles, practices and techniques involved effective materials management, inventory control, warehousing and distribution for position assigned to the Material Service Center

Ability to work varying shifts on weekdays, nights, weekends and holidays

Ability to work extended hours during adverse weather events and other emergencies

Leadership skills

Skill in verbal and written communication

Skill in performing maintenance on light rail vehicles or streetcars, systems and equipment and the operation of associated machinery, tools and diagnostic equipment

Skill in achieving performance and operational goals

Skill in planning and delegating work assignments

Skill in staff development and training

Skill in handling multiple competing priorities

Skill in establishing effective working relationships with senior management, labor representatives, business and community groups, governmental agencies, customers and staff

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 classification

Licensing, Certification and Other Requirements

Valid Washington State Driver License or the ability to travel throughout the county in a timely fashion
Commercial Driver License, class B, with appropriate endorsements if assigned to Maintenance Training
Light Rail Vehicle Operator certification required if assigned to Maintenance Training
Must pass drug and alcohol testing provisions for safety sensitive positions as required by the U.S.
Department of Transportation, 49 CFR Parts 40 and 655

FLSA Designation	Exempt (Administrative)
Service Status	Career Service
EEO Code	7
Levels within same series	None
Class History	Created 6/2013 Updated 2/2017