



Class Summary

The responsibilities of this classification include designing, developing, implementing and evaluating training programs to sustain all phases of light rail or streetcar operations and providing classroom and field training to light rail or streetcar operators and other rail/streetcar personnel.

Distinguishing Characteristics

This is a single incumbent, standalone classification. Work involves designing and developing training programs and curricula required to ensure compliance with all state and federal operating requirements, safety regulations and certification standards as well as Transit Division operating rules and regulations, service standards and technical system requirements. Work also involves conducting training needs assessments; evaluating effectiveness of training programs; developing instructional plans and learning outcomes; preparing and conducting competency evaluations; and preparing statistical evaluations of training impacts on system operating performance. Work includes developing and providing training required to support all light rail or streetcar operations and maintenance operations as well as the technical training required for control center operations. Work is performed under the general supervision of a higher-level administrative supervisor.

Examples of Duties

1. Develop and deliver hardware and software technical training for supervisory control and data acquisition (SCADA), closed-circuit television (CCTV), radio communication and similar control center technical systems; develop training required for software and system updates and enhancements.
2. Develop and deliver classroom and field training to newly hired rail or streetcar operators for all phases of vehicle and light rail or streetcar operations; provide refresher and retraining for rail or streetcar operators and certified employees; perform in-service ride checks for rail or streetcar operators and for post-incident or extended absence situations.
3. Develop and deliver training programs to support yard operations, vehicle maintenance, maintenance-of-way, power and signal, and related aspects of rail or streetcar operations; develop and deliver training programs for first responders, security personnel, outside contractors and similar groups who interface with rail or streetcar operations.
4. Monitor progress of trainees and conduct progress evaluations; counsel trainees on progress achieved and improvements required as necessary; evaluate and recommend trainee termination for those failing to meet operating standards.
5. Act as designated examiner in testing and certification of light rail or streetcar vehicle operators and other rail or streetcar personnel.
6. Maintain documentation required covering all facets of employee training and testing as mandated by state and federal law; maintain varied electronic databases of employee training and training operations; enter and extract information and produce varied reports from data maintained.
7. Update and ensure training programs and content meet changing business needs, regulatory modifications and new equipment requirements.
8. Participate in safety audits, emergency drills and simulations; participate in testing, certification and opening of new rail or streetcar extensions; participate in testing and certification of new rail or streetcar cars and equipment.
9. May provide backup training in other areas on a project basis as required.
10. Operate rail or streetcar vehicles as approved and required.

11. Perform other duties as assigned.

Knowledge/Skills

Knowledge of applicable state and federal rules, regulations and requirements that govern light rail or streetcar operations

Knowledge of training needs and mandated training requirements of light rail or streetcar operations

Knowledge of Transit Division operations, service standards, operating policies and procedures

Knowledge of Metro tunnel operations

Knowledge of the fundamental mechanical systems and components, and safe and effective operation of light rail or streetcar vehicles and equipment

Knowledge of training program planning, implementation and evaluation

Knowledge of adult learning theory, principles, techniques and methodologies

Knowledge of the hardware and software associated with SCADA, CCTV, radio communication and similar technical systems

Ability to work different shifts including nights, weekends, and holidays

Skill in verbal and written communication

Skill in training needs assessments and developing effective training programs and curricula

Skill in entering and extracting information from automated information systems and databases

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

Previous work experience as a trainer and/or educator for adults or completion of related coursework

OR any equivalent combination of experience and education which provides the applicant with the desired skills, knowledge and ability required to perform the work.

Licensing, Certification and Other Requirements

Valid Washington State Driver License

Ability to obtain Washington State Commercial Driver License, Class B with required endorsements

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

FLSA Designation	Exempt (Administrative)
Service Status	Career Service
EEO Code	2
Levels within same series	None
Class History	10/2010 – Created 07/2016 – Updated format and content
