



Class Summary

The responsibilities of this classification include managing, supervising and directing all daily operations of the Transit Division's light rail system.

Distinguishing Characteristics

This is a single incumbent, standalone classification. Work involves managing all aspects of light rail service delivery, and developing and implementing operational policies and procedures to assure safe, effective and efficient rail operations. Work includes managing all base and field operations and achieving light rail performance improvement and operational goals, and establishing the systems and processes required to fulfill those goals. Work also includes determining, ensuring and allocating all required personnel, financial, physical plant and equipment resources; supervising subordinate supervisors and rail staff; ensuring compliance and establishing procedures consistent with Transit Division and Light Rail operating policies and procedures as well as all applicable local, state and federal codes and regulations; analyzing, forecasting and reporting on system operations, ridership, cost trends and related performance metrics; and participating as a key member of the Light Rail management team. Work is performed independently under the general supervision of a higher-level transit manager.

Examples of Duties

1. Establish strategies, goals, objectives and performance indicators to improve and enhance operating performance; ensure rail operations are in conformance with all contractual and regulatory requirements as well as industry standards and best practices.
2. Allocate track and monitor permitting process for contractor work along the rail alignment.
3. Supervise and oversee training, staff development and light rail operator certification programs and processes; formulate and implement staff configuration plans and forecast future staffing requirements.
4. Supervise administrative support, professional personnel and subordinate supervisors directing the work of light rail operators and service delivery staff; hire staff consistent with assigned hiring authority; create harmonious working relationships with multiple collective bargaining units and ensure consistent application of labor policies, contract provisions and hiring guidelines; fulfill required responsibilities in grievance and arbitration processing and adjudication.
5. Provide guidance and direction to subordinate supervisors and other staff concerning complex or sensitive issues and problems; establish work performance standards and initiate corrective actions when required; review existing operational and administrative policies and procedures, and recommend improvements or modifications to higher-level management.
6. Provide supporting data and recommendations to management in the formulation of the Light Rail budgets; manage and administer operating and capital improvement budgets; authorize expenditures within designated authority level; monitor budget and maintain expenditures within approved levels; manage and administer contractor, vendor service, supply and related contracts as required
7. Participate and represent Light Rail in a wide variety of internal and external work groups, project teams, committees and task forces.
8. Manage and operate the backup Link Control Center in emergency circumstances.

9. Act for higher-level manager as assigned.
10. Perform other duties as assigned.

Knowledge/Skills

Knowledge of light rail operations and service delivery as well as recognized rail standards and industry practices

Knowledge of the full scope of local, state and federal codes and regulations that apply to the delivery of light rail transit service

Knowledge of the operations, policies and procedures of the Transit Division

Knowledge of human resources management, supervisory principles and federal, state and local laws related to employment, civil rights and affirmative action

Knowledge of the principles, practices and techniques of labor relations that include interest-based or collaborative labor negotiations as well as grievance and arbitration processes

Knowledge of workforce planning and budget administration

Knowledge of light rail control, security and life protection systems

Knowledge of automated management information systems

Leadership skills

Communication skills

Interpersonal skills

Customer service skills

Skill in planning and delegating work assignments

Skill in conflict resolution, problem solving and negotiation

Skill in statistical and operational analysis

Skill in handling multiple competing priorities

Skill in working with a variety of individuals from diverse backgrounds

Skill in establishing and maintaining effective working relationships and team building

Skill in staff development and training

Skill in use of automated management information systems, personal computers, word processing, spreadsheet, database management, presentation and similar applications

Licensing, Certification and Other Requirements

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

Work requires reporting for duty and directing light rail operations during adverse weather events and other emergencies

Additional minimum qualifications may be established based on business needs and are specified in position announcements as appropriate.

FLSA Designation	Exempt (Administrative)
Service Status	Career Service
Levels within same series	None
Class History	Created 08/2011