



## **Class Summary**

The responsibilities of this classification include managing and supervising all operations and emergency management response of the Transit Division's Control Center or Light Rail's Link Control Center and the associated communication, control, security and protection systems applicable to each Center.

## **Distinguishing Characteristics**

This is a standalone classification. Work involves managing routine and emergency transit or light rail service communications and the operation of data radio, computer-aided dispatch, automated vehicle location systems, Supervisory Control and Data Acquisition (SCADA), security, protection and other related systems employed at the respective Control Center location. Work also involves supervising and overseeing the response to and resolution of service and division-wide emergency management related issues, disruptions and emergency circumstances. Work includes determining and approving route deviations, service modifications, additions, cancellations and suspensions, and directing resources required in response to routine and emergency operational incidents and events. Work also includes achieving Control Center performance improvement and operational goals, and establishing the systems and processes required to fulfill those goals. Work requires determining, ensuring and allocating all required personnel, financial, physical plant and equipment resources; supervising subordinate supervisors and staff; ensuring compliance and establishing procedures consistent with all Transit Division, Operations and Light Rail operating policies and procedures as well as applicable local, state and federal codes and regulations; analyzing, forecasting and reporting on service performance, quality, cost trends and similar performance metrics; and participating as a key member of the section's management team. Work is performed independently under the general supervision of a higher-level transit manager.

## **Examples of Duties**

1. Supervise and oversee the systems and service communications required to sustain ongoing operations and any service adjustments required to respond to changing operating conditions; optimize service delivery and minimize operating costs of service modifications, additions and other changes.
2. Coordinate between Transit Control Center operations and Link Control Center operations in the development, refinement and ongoing review of joint bus and rail operations in the Downtown Seattle Transit Tunnel (DSTT).
3. Plan and develop contingency and response plans for widespread service disruptions; coordinate development of emergency procedures with first responders, other public agencies and County departments.
4. Direct Control Center operations and incident response during emergency activations; provide critical incident information to Transit management and executive leadership as well as King County public information personnel; oversee and manage dissemination of transit incident and emergency related information to internal county staff and external officials and partner agencies.
5. Supervise administrative support, professional staff and Transit Chiefs directing the work of Control Center staff; hire staff consistent with assigned hiring authority; participate in labor negotiations and create collaborative working relationships with multiple collective bargaining units; ensure consistent application of labor policies, contract provisions and hiring guidelines

and resolve all associated issues; investigate and respond to grievances, complaints and allegations of employee misconduct; participate in and provide support to legal or contractual conflict resolution.

6. Provide guidance and direction to subordinate supervisors and other staff concerning complex or sensitive issues and problems; establish work performance standards, initiate corrective actions and impose disciplinary actions when required; review existing operational and administrative policies and procedures, and recommend improvements or modifications to higher-level management; establish work unit policies and procedures.
7. Provide supporting data and recommendations to management in the formulation of the operating and capital improvement budgets; manage and administer the Control Center budgets; authorize expenditures within designated authority level; monitor budget and maintain expenditures within approved levels; manage and administer vendor service, supply and other related contracts as required.
8. Participate and represent the Control Center in a wide variety of internal and external work groups, project teams, committees and task forces.
9. Act for higher-level managers as assigned; act as division operations center director.
10. Perform other duties as assigned.

## **Knowledge/Skills**

Knowledge of large-scale mass transit operations and service delivery requirements

Knowledge of light rail operations and service delivery requirements

Knowledge of transit control center operations as well as automated radio, data, SCADA, vehicle location and smart bus systems and technology used in mass transit organizations

Knowledge of the applicable local, state and federal rules, regulations and statutory requirements that govern Control Center operations and service delivery

Knowledge of Automatic Train Control (ATC) and Automatic Train Protection (ATP) systems, application and operations

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

Knowledge of the principles, practices and methodologies used in disaster preparedness, incident command and emergency response as they apply to transit organizations

Knowledge of the principles, practices and techniques of performance management

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 financial management, workforce planning and budget administration

Knowledge of automated management information systems

Leadership skills

Skill in making critical decisions in emergency circumstances

Skill in planning and delegating work assignments

Skill in conflict resolution, problem solving and negotiation

Skill in statistical and operational analysis, and establishing and implementing operational policies, procedures and performance goals

Skill in handling multiple competing priorities

Skill in managing and working with a variety of individuals from diverse backgrounds

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

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 Control Center activation and operations during adverse weather events, severe service disruptions or other emergencies

Work requires remaining on-call continuously to respond to emergent critical needs, emergencies or other special circumstances

This is a classification specification and not an individualized job description. Additional minimum qualifications may be established for individual positions based on business needs and are specified in position announcements as appropriate.

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