



## Job Description

### OPERATIONS MANAGER

STATUS: Exempt

SALARY: \$123,000 - \$188,000 per year  
(\$59.14 - \$90.39 per hour)

### SUMMARY

Under the direction of the Director of Rail Services, the Operations Manager organizes and is responsible for oversight of the day-to-day train operations of the Altamont Corridor Express (ACE) Rail service and the San Joaquins Intercity Passenger Rail service, connecting shuttle and bus connections, and various other connecting services as the rail services in the region evolve. The Operations Manager demonstrates necessary leadership to support a zero-incident and injury culture, maintain high levels of customer satisfaction and work effectively with all agency departments and external partners.

Operations Manager is responsible for planning, organizing, directing, and administering all functions of the Safety and Security Program, to include participation in the planning and directing of emergency responses on a local and regional level, and developing programs and policies to ensure compliance with regulatory agencies.

### REPRESENTATIVE DUTIES

*This list is intended to indicate the general nature and level of work performed by employees within this classification and is not designed to be interpreted as an exhaustive listing of all tasks required of employees assigned to this position.*

#### REPRESENTATIVE DUTIES IN ALL ASSIGNMENTS:

1. Ensure trains and connecting services are operated safely, reliably and with the highest degree of attention to quality, comfort, cleanliness and customer service.
2. Oversee and handle all issues related to daily operations of the ACE and San Joaquins services.
3. Regularly communicate with Union Pacific Railroad and the Burlington Northern Santa Fe Railroad regarding service issues for ACE and San Joaquins trains, such as scheduling, on-time performance, delays, track work, etc.



4. Manage and oversee the daily operations of the train/bus connections of the ACE and San Joaquins services, to include routes, and coordinate with operators of other connecting services.
5. Develop annual operations and maintenance budgets for ACE and San Joaquins services, connecting services, initiate requests for funding, and present mid-year reports.
6. Manage ACE and San Joaquins operations and maintenance contracts and ensure overall contract compliance and reporting.
7. Ensure Emergency Preparedness Plan and all components of the Plan, including the emergency responder list, is current and distributed to relevant departments and agencies. Document all relevant staff are periodically trained on the Plan.
8. Provide oversight and direction for Safety and Security Program, Chair the San Joaquin Regional Rail Commission (SJRRRC) Safety and Security Committee and submit the Code of Federal Regulations (CFR) part 270 System Safety Program Plan as required.
9. Responsible for completing all necessary regulatory reporting on-time, to include but not limited to TSA and monthly Federal Railroad Administration (FRA), reports, and ensure that documents are audit-ready for any FRA, California Public Utility Commission (CPUC), American Public Transit Association (APTA) or other regulatory agency audits.
10. Coordinate connecting shuttles, bus bridges, and/or alternative transportation for passengers in response to ACE service incidents and remain available to assist with any operations issue, service disruption or bus bridge situation.
11. Supervise, train, motivate and evaluate personnel; provide or coordinate staff training; work with employees on plans to advance within the agency and to correct deficiencies.
12. Administer solicitation process for new operations related contracts and renewals of existing contracts.
13. Participate in Railroad Operational Testing with contractors.
14. Prepare Operations related staff reports and presentations for SJRRRC and San Joaquin Joint Powers Authority (SJJPA) Boards and other agencies.
15. Coordinate responses to passenger comments and complaints with other departments.
16. Work with Contract Operator(s) for special trains in accordance with the host railroad agreements.
17. Develop and maintain effective working relationships with external partners.
18. Assist other departments as requested.
19. Perform other duties as assigned or required.



### QUALIFICATION GUIDE

#### Knowledge of:

- General principles and practices of public transit and rail operations.
- Railroad Operations and Regulations (FRA and CPUC).
- Rail Passenger Services and Operations/Movement of trains.
- Railroad Dispatching Systems.
- Rail industry issues, practices and procedures.
- Emergency response procedures.
- Proof of payment systems for transit.
- Computers and Microsoft Office Suite (e.g., Microsoft Excel, Word, PowerPoint, database programs etc.)

#### Ability to:

- Communicate clearly and effectively, both orally and in writing.
- Interact with the public in a courteous, ethical and professional manner.
- Establish and maintain cooperative working relationships.
- Develop and maintain techniques of supervising several employees and for managing large groups of passengers.
- Make decisions regarding operational and passenger situations, under stressful conditions.
- Create a work environment to build team cohesiveness, encourage excellence, and to embrace change.
- Prepare thorough and precise reports.



### EDUCATION AND EXPERIENCE

Any combination of education, training and experience providing the knowledge, skills, abilities and personal characteristics which demonstrates the ability to perform the duties of the position. Sample combinations include:

- Minimum of a Bachelor's degree with a major in transportation or related field and 5 years of experience in rail related operations with a minimum of 3 years of supervisory experience with progressive responsibilities in rail related operations is highly desired.

OR

- Graduation from high school or GED equivalent and 10-15 years of experience in rail related operations with a minimum of 7 years of supervisory experience with progressive responsibilities in rail related operations.

### WORKING CONDITIONS/PHYSICAL REQUIREMENTS

*(The physical demands described are representative of those that must be met by the employee to successfully perform the essential functions of this job.)*

*Positions in this class typically require:*

- Work may be performed in a stressful, fast-paced office environment, depending upon assignment.
- Ability to understand verbal communication and to respond effectively.
- Reaching, grasping, feeling, talking, hearing, seeing, frequent lifting of 5-30 pounds and occasionally 30-70 pounds, and repetitive motions.
- Walking, standing and/or sitting for long periods of time.
- May be exposed to dust and/or various outdoor environmental conditions.

*Positions in this class may also include these factors:*

- Hazardous physical conditions.
- Intense noise.
- Travel.



### OTHER REQUIREMENTS

- Pass CPR and First Aid training.
- Must possess and maintain a valid driver's license.
- Frequent driving within the ACE and San Joaquin Corridors.
- Irregular work hours.

*San Joaquin Regional Rail Commission (SJRRRC) has a strong commitment to the community we serve and our employees. As an equal opportunity employer, we strive to have a workforce that reflects the community we serve. No person is unlawfully excluded from employment opportunities based on race, color, religion, national origin, sex (including gender identity, sexual orientation, and pregnancy), age, genetic information, disability, veteran status, or other protected class.*

*SJRRRC is committed to providing reasonable accommodations to applicants and employees who need them because of a disability or to practice or observe their religion, absent undue hardship.*

## **Additional Employment Information**

### **GENERAL BENEFITS PACKAGE**

- Choice of PPO or HMO plans. 100% employee coverage, 70% dependent coverage
- Vision, dental and life insurance programs
- Agency contribution equivalent of 15% of employee's base salary to a defined contribution plan (401(a); five-year vesting program
- Sick leave accrued at 12 days per year
- Vacation leave accrued starting at 10 days per year
- 10 observed holidays
- Floating holidays accrued at four days per year
- Optional deferred compensation program (457)

### **MIDDLE MANAGER BENEFITS PACKAGE**

- Agency contribution equivalent of 1% of employee's base salary to a defined contribution plan (457)
- 40 Hours of Administrative Leave/Year

### **SELECTION PROCESS**

SJRRC seeks to employ persons whose backgrounds and abilities enhance the diversity of the demographics of the community it serves. The selection process is based on merit, and shall extend to all candidates a fair, impartial examination of qualifications based on job-related criteria.

Applicants best matching the requirements of the position will be invited to take an assessment, if applicable, and initial interview. Applicants successful in the assessment and initial interview may be asked to return for additional interviews as warranted. Candidate will be required to successfully complete a drug and alcohol test, background report and physical examination prior to appointment. All offers of employment are conditional and may be rescinded upon receipt of the results of a drug and alcohol test, background report, and/or physical examination.

## Additional Employment Information

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| <b>TO APPLY</b> |
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To view current employment opportunities or to apply, please click on the following link:

[Job Listings - San Joaquin Regional Rail Commission \(applicantpro.com\)](http://www.applicantpro.com)

Applicants must submit both a resume and employment application to be considered. Applications may be downloaded from the SJRRC website at [www.sjrcc.com](http://www.sjrcc.com) or picked up from the address below. Resumes and employment applications may be submitted by email to [hr@acerail.com](mailto:hr@acerail.com) or mailed to:

San Joaquin Regional Rail Commission  
Attn: Human Resources  
949 East Channel Street  
Stockton, CA 95202

SJRRC is an Equal Employment Opportunity (EEO) Employer. Click [here](#) to view SJRRC's EEO Policy Statement.

For more information about SJRRC, please visit [www.sjrcc.com](http://www.sjrcc.com).

For more information about ACE, please visit [www.acerail.com](http://www.acerail.com).

For more information about SJJPA, please visit [www.sjjpa.com](http://www.sjjpa.com).

For more information about Amtrak San Joaquins, please visit [www.amtraksanjoaquins.com](http://www.amtraksanjoaquins.com)