



SAN JOAQUIN  
REGIONAL  
RAIL COMMISSION



San Joaquin  
Joint Powers Authority



**SAN JOAQUIN REGIONAL RAIL COMMISSION  
POSITION ANNOUNCEMENT  
Job Description**

**POSITION:**               **Manager of Operations**

**SALARY:**                \$70,000 - \$110,000

**FUNCTION:**            Under the general direction of the Operations Superintendent, the Manager of Operations will plan, organize, and be responsible for the day-to-day operation of the Altamont Corridor Express (ACE) Rail service, and assist in the oversight of the Amtrak San Joaquin Intercity Passenger Rail service

**STATUS:**                Exempt

**CLASS CHARACTERISTICS:**

Working under the direction of the Operations Superintendent, the individual in this position will be creative, flexible and interested in researching and meeting the needs of rail passengers and other regional stakeholders. The successful individual will be self-motivated and accountable, while also supporting the other working divisions of the Rail Commission

**TYPICAL DUTIES:**

- Ensures trains are operated safely, reliably and with a high degree of attention to quality, comfort, cleanliness and customer service.
- Manages daily operations for the ACE Service and assists the Operations Superintendent with the daily operations of the San Joaquins as requested.
- Manages the contractor for ACE operations and maintenance/cleaning of equipment and ensures overall contract compliance
- Regularly communicates 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.
- Administers solicitation process for new operations related contracts and renewals of existing contracts.
- Coordinates incident response related to trains, connecting shuttles and bus bridges. May need to be available onsite to assist with any operations issue, service disruption or bus bridge situation.
- Participates in Railroad Testing with Contractors

- Ensures Emergency Preparedness Plan and all components of the Plan, including the emergency responder list is current and distributed to relevant departments and agencies
- Administers the Federal Railroad Administration (FRA) Drug and Alcohol program
- Submits all required regulatory reporting
- Ensures all necessary documents are audit-ready for any FRA, California Public Utility Commission (CPUC), American Public Transit Association (APTA) or other regulatory agency audits
- Administers connecting shuttle program including requests for funding, performance audits and reports to funding agencies. Prepares Operations related reports for the Board and other agencies.
- Coordinates responses to passenger comments and complaints with other departments
- Works with Contract Operator(s) for special trains in accordance with the host railroad agreements.
- Assists other departments as requested.
- Perform other duties as assigned or required.

**MINIMUM QUALIFICATIONS:**

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;

Graduation from a four-year accredited college or university with a major related to public safety, or transportation 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;

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, fare inspection/enforcement or transit customer service.

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
- Familiar with Railroad Dispatching Systems
- Proof of payment systems for transit.
- Familiarity with computers (e.g. Microsoft Excel, Word, PowerPoint, WordPerfect, database programs etc.)
- Industry issues, practices and procedures
- Emergency response procedures.

**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 to manage numerous passengers.
- Make difficult 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.

**Other Requirements:**

- Pass CPR and First Aid training.
- Familiarity with general office equipment.
- Irregular work hours
- Driving within the service counties

**License or Certificate:**

- Must possess and maintain valid California class C driver's license

**Benefits Package**

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**General Benefits**

- 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**

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

**Selection Process**

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Applicants that best match the minimum requirements of the position will be invited to take an assessment test an initial interview.

Applicants successful in the initial interview may be asked to return for additional interviews as warranted.

**To Apply**

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Interested applicants must submit both a resume and an SJRRC application for employment by email to [acejobs@acerail.com](mailto:acejobs@acerail.com), fax to (209) 944-6245, or mail to:

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

Applications can be downloaded from the ACE website [www.acerail.com](http://www.acerail.com) or picked up at the above address. SJRRC is an Equal Employment Opportunity Employer.

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

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