



OPERATIONS SUPERINTENDENT

STATUS: Exempt

SALARY: \$110,000 - \$135,000 per year
(\$52.88 - \$64.90 per hour)

SUMMARY

Under direction of the Director of Operations, the Operations Superintendent will plan, organize, and be responsible for managing the day-to-day operations of the Altamont Corridor Express (ACE) Rail service and oversight of the San Joaquin Intercity Passenger Rail service while demonstrating necessary leadership to support a zero incident and injury culture and high levels of customer satisfaction.

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 are operated safely, reliably and with the highest degree of attention to quality, comfort, cleanliness and customer service.
2. Oversee daily operations for the ACE Service, Passenger Services, Operations Monitoring Center and San Joaquins.
3. Supervise, train, motivate and evaluate personnel; provide or coordinate staff training; work with employees to correct deficiencies.
4. Ensure Emergency Preparedness Plan and all components of the Plan, including the emergency responder list is current and distributed to relevant departments and agencies.
5. Ensure all necessary documents are audit-ready for any FRA, California Public Utility Commission (CPUC), American Public Transit Association (APTA) or other regulatory agency audits.
6. Coordinate incident response related to ACE trains, connecting shuttles and bus bridges and remain available to assist with any operations issue, service disruption or bus bridge situation.



7. Manage ACE operations and maintenance contract and ensure overall contract compliance.
8. Regularly communicate with Union Pacific Railroad and the Burlington Northern Santa Fe Railroad regarding service issues for ACE and San Joaquin trains, such as scheduling, on-time performance, delays, track work, etc.
9. Administer solicitation process for new operations related contracts and renewals of existing contracts.
10. Participate in Railroad Operational Testing with contractors.
11. Administer the Federal Railroad Administration (FRA) Drug and Alcohol program.
12. Submit all required regulatory reporting.
13. Prepare Operations related staff reports and presentations for the SJRRC and SJJPA Board and other agencies.
14. Develop and manage various operations and maintenance budgets.
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. Assist other departments as requested.
18. 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.
- Proof of payment systems for transit.
- Computers (e.g. Microsoft Excel, Word, PowerPoint, WordPerfect, database programs etc.)
- Rail 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 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:

- 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.

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.
- 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 State of California Class C 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

DIRECTOR BENEFITS PACKAGE

- Agency contribution equivalent of 2% of employee's base salary to a defined contribution plan (457)
- 80 Hours of Administrative Leave/Year

SELECTION PROCESS

SJRRRC 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.



Additional Employment Information

TO APPLY

Interested applicants must submit both a resume and SJRRC application for employment by email to 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 by clicking the link [SJRRRC Employment Application](#) or from the ACE website at www.acerail.com. Employment applications may also be picked up at the above address. SJRRC is an Equal Employment Opportunity Employer.

For more information about SJRRC and ACE, please visit www.acerail.com.
For more information about SJJPA, please visit www.sjjpa.com.