City of Portland Job Code: 30000639

CLASS SPECIFICATION Portland Streetcar Operations Manager

FLSA Status: Exempt

Union Representation: Nonrepresented

GENERAL PURPOSE

Under general policy direction, manages the daily operations of the Portland streetcar system, through oversight and direction of Tri-Met streetcar operations staff; monitors passenger loads and adjusts service schedules; assists in the investigation of any operational accidents or other service disruptions; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This single incumbent class is responsible for managing the daily operations of the Portland streetcar system through a subordinate supervisor, monitoring passenger loads and adjusting service as necessary and assisting in the investigation and documentation of service disruptions and coordinating service around such events. Work is carried out by Tri-Met supervisors and staff under contract with the City.

Portland Streetcar Operations Manager is distinguished from Portland Streetcar Maintenance Manager by the incumbent's responsibility for managing daily streetcar operations and staff. It is distinguished from the Portland Streetcar Operations Supervisor by the incumbent's responsibility for overall operations management and budget responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

- 1. Directs and supervises the work of the assigned staff; establishes procedures; prepares routine and special reports of work.
- 2. Provides leadership and works with staff to develop and retain highly competent, customer service-oriented staff through day-to-day management practices that support the City's and bureau's mission, objectives and service expectations; assists Rail Operations staff in preparation and implementation of new or revised rules, procedures, training programs and other materials.
- 3. Monitors passenger loads and distribution and makes adjustments in rail service schedules as necessary.

- 4. Assists in the investigation and documentation of accidents and other service disruptions; assists in coordination of temporary service around disruption events; defines limits to service and determines whether bus bridging is necessary or normal service may be resumed.
- 5. Manages assigned Portland streetcar operations; develops and implements plans to meet operation goals and service objectives; develops, recommends and manages operations budget.

OTHER DUTIES

- 1. Acts as a customer service representative and fare inspector as needed; provides guidance and assistance to customers on streetcar service.
- 2. Facilitates vehicle movement by assisting operators and superintendents in vehicle inspection and route selection; operates streetcar in service as necessary; troubleshoots vehicle and equipment malfunctions and assists in correcting malfunctions in a timely manner.

MINIMUM QUALIFICATIONS

Knowledge of:

- 1. City transit and rail operations, policies and procedures.
- 2. Policies and procedures applicable to the distribution and adjustment of rail and transit service.
- 3. Principles, methods and techniques of investigation of service disruptions.
- 4. Principles and techniques of customer service.
- 5. Principles and practices of effective supervision.
- 6. City human resources policies and labor contract provisions, including the Working and Wage Agreement.

Ability to:

- 1. Define complex issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.
- 2. Organize, set priorities and exercise sound independent judgment within areas of responsibility.
- 3. Understand, interpret, apply and explain relevant federal, state and City laws applicable to streetcar operations, maintenance and safety.
- 4. Read and interpret plans, specifications, blue prints, schematics and manuals.

5. Exercise sound expert, independent judgment within general policy guidelines.

6. Communicate effectively both orally and in writing.

7. Adapt established practices, procedures and principles of electronic and electrical circuitry to

particular problems, conditions and service needs.

8. Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and

situations.

9. Establish and maintain effective relationships with City and Tri-Met employees, managers, public

safety personnel, contractors, vendors, the public and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school; and at least seven years of progressively responsible experience in the management of daily

transit or rail operations; or an equivalent combination of training and experience. Experience in a

public agency is preferred.

Licenses; Certificates; Special Requirements:

A valid state driver's license.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in

part, on the specific requirements for the job, the limitations related to disability and the ability of the

hiring bureau to accommodate the limitation.

Class History:

Adopted: 07-01-02

Revised: 08-01-07 Clarification of duties and differences with Portland Streetcar Operations Supv.

Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002. This class

is composed of positions from the following class(es):

0970 PROGRAM MANAGER II. Adopted: 07-01-92

June 2009 - Change Job Class number from 7575 to 30000639, due to system change.