

**CLASS SPECIFICATION**  
**Portland Streetcar Operations Manager**

FLSA Status: Exempt  
Union Representation: Nonrepresented

**GENERAL PURPOSE**

Under general policy direction, plans, organizes and manages the section operations of the Portland streetcar system, and provides oversight, supervision and direction to both City and TriMet streetcar operations staff; manages passenger loads, performance factors and incidents; sets and adjust service schedules for the streetcar; manages and leads the investigation of operational accidents, security events and other service disruptions; develops streetcar operations policies, rules, and directives; 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 subordinate supervisors and TriMet operations staff, monitoring and adjusting service and assisting in the investigation and documentation of service disruptions and coordinating service around such events. Work is carried out by city staff, TriMet superintendents and operators under the direction of the Operations Manager.

Portland Streetcar Operations Manager is distinguished from Portland Streetcar Maintenance Manager by the incumbent's responsibility for managing operations and operations staff. It is distinguished from the Portland Streetcar Operations Supervisor by subordinate supervisors and the incumbent's responsibility for overall operations management including budgeting recommendations, resource balancing, policy implementation and labor relations. The Operations Manager is also the designated Safety Officer.

**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. Through subordinate supervisors, directs and supervises the work of the assigned multi-agency staff; establishes operating procedures; prepares routine and special reports of work and required State Safety reports.
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; directs staff in the 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; monitors fare collections and enforcement and streetcar performance measures.
4. Manages the investigation and documentation of accidents, security incidents, and other service disruptions; contacts and coordinates with appropriate public information offices regarding service and system disruptions; coordinates temporary service around disruption events; defines limits to service and determines whether bus bridging is necessary and when normal service may be resumed; identifies issues of service deficiency and/or safety and convenes staff and partners to develop solutions.
5. Develops and implements plans to meet operation goals and service objectives; develops, recommends and manages operations budget.
6. Collaborates with TriMet to carry out disciplinary actions, responses to grievances, and labor relations communications with Amalgamated Transit Union (ATU) employees.
7. Acts as Safety Officer and oversees safety and employee training programs; the point of contact for ODOT Rail safety and the USDOT FTA and Transportation Security Administration.

## **OTHER DUTIES**

1. Facilitates vehicle movement by assisting operators and superintendents in vehicle inspection and route selection; operates streetcar in service as necessary;
2. Provides 24-hour emergency response to streetcar incidents.
3. Provides backup to Portland Streetcar Maintenance Manager, as needed.

## **MINIMUM QUALIFICATIONS**

### **Knowledge of:**

1. Rail transit systems operations, policies and procedures
2. Policies and procedures, practices and methods applicable to the distribution and adjustment of rail transit service.

3. State and Federal laws and regulations relating to transit operations and service, including but not limited to serving passengers with disabilities and service animals.
4. Principles, methods and techniques of investigation of service disruptions, accidents, and incidents.
5. Principles and practices of rail operations safety.
6. Principles and techniques of customer service.
7. Principles and practices of effective supervision, personnel management and labor relations
8. City and TriMet human resources policies and labor contract provisions of the TriMet Working and Wage Agreement and Streetcar Special Project Memorandum of Agreement.
9. Local, State and Federal requirements for reporting transit performance and service disruptions or safety incidents.
10. Responsibility to respond as required when the City's Emergency Operations Center (EOC) is called into action.

**Ability to:**

1. Lead and manage a complex operating organizational unit with TriMet and other operations contract employees.
2. Define complex issues, analyze problems, evaluate alternatives and develop sound, independent conclusions and recommendations in accordance with laws, regulations, rules and policies.
3. Organize, set priorities and exercise sound independent judgment within areas of responsibility.
4. Understand, interpret, apply and explain relevant federal, state and City laws applicable to streetcar operations, maintenance and safety.
5. Read and interpret plans, specifications, blue prints, schematics and manuals.
6. Exercise sound expert, independent judgment within general policy guidelines.

7. Communicate effectively both orally and in writing.
8. Exercise independent judgment and respond quickly and effectively sharing information for the public related to service disruptions or incidents.
9. Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.
10. Establish and maintain effective relationships with City and TriMet employees, managers, public safety personnel, contractors, vendors, the public and others encountered in the course of work and exercise sound group facilitation and/or conflict resolution strategies to resolve issues.

**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 including 3 years supervisory experience; 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.

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**Class History:**

- Adopted: 07-01-02
- Revised: 08-01-07 Clarification of duties and differences with Portland Streetcar Operations Supv.
- Revised 1-10-15 Updated duties to encompass increased complexity of streetcar system and increased responsibilities.

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.