



Controller-Supervisor

Purpose

The Controller-Supervisor position is responsible for overseeing service delivery and guaranteeing quality control in the provision of safe, reliable and efficient passenger train service to the public. This position supervises train operating crews.

Description

Under direction of the Superintendent of Transportation, this position is responsible for railroad dispatch (both passenger and freight trains), train control, radio communications, field supervision, field customer service, field safety and accident investigation, supervisory and administrative duties, employee assessment, counseling and training. Under abnormal or emergency conditions, this position may be required to operate a train in revenue service and therefore, the Controller-Supervisor must meet or exceed all requirements of an Engineer and Conductor, and must expect to perform any of the duties of a SMART Engineer or Conductor, in addition to other requirements and duties noted in this class specification. As trainers and supervisors of Certified Locomotive Engineers (CLEs), Controller-Supervisors must also meet or exceed SMART's requirements for the status of Designated Supervisor of Locomotive Engineers (DSLE). This position prepares and implements Standard and Emergency Operating Procedures.

Duties and Responsibilities include, but are not limited to the following:

Class specifications are intended to present a descriptive list of the range of duties performed by, and minimum requirements required of, employees in the class. Specifications are not intended to reflect all duties performed within the job. SMART reserves the right to determine and amend job responsibilities.

- Monitors, controls, coordinates and supervises the status and performance of SMART passenger train operations, and freight train operations on SMART-owned and SMART-operated lines.
- Maintains direct and continuous communication with Train Crews and Controller Supervisors in the field.
- Oversees rail operations by use of computer-generated displays, display board, indications, computer inputs and voice communications.
- Monitors and interprets the train control display board, computer work station displays and radio communications to determine the status of revenue passenger train and freight train operations, non-revenue equipment and vehicle activity, intrusion alarms, bridge and other system status controls, and responds with appropriate computer commands and verbal instructions to Engineers and other Operations personnel to maintain system performance and safety.

- Responds to any site on the SMART system when field conditions require the physical presence of a person with Operations Department authority, including operating incidents, passenger incidents, actual or potential sources of delay and requirements for on-site local operation of moveable bridges.
- Controls switches and signals through the SMART train control system, and, under emergency conditions, in the field.
- Controls movable bridge operations remotely in the Central Control office, or on-site in the field using local bridge controls.
- Communicates with Operations and other personnel on weather, environmental or other conditions affecting train movement.
- Dispatches and directs passenger and freight train movements using SMART's train control and signal systems, and radio communications.
- Monitors system performance and delays.
- Takes corrective action to prevent delays from interfering with a high level of on-time performance of scheduled service.
- May request response from Vehicle Maintenance, Signal Technicians, Field Controller Supervisors or Maintenance-of-Way personnel to conditions or incidents in the field.
- Participates in the development and implementation of emergency action plans and simulations.
- Develops and maintains direct relationships with and provides equipment and Operations orientation and training to first responders from all jurisdictions located along the SMART-owned right of way, as well as along tracks owned by other entities on which SMART operates. This includes Police and Fire Departments, Sonoma and Marin Sheriff's Departments and the California Highway Patrol.
- Coordinates on-site or remote activities during emergency, abnormal or unusual incident situations such as delays, accidents, breakdowns, passenger disruptions, safety issues, etc.
- Coordinates emergency operations with field personnel, and other departments and outside agencies.
- Advises and requests the assistance of first responders from jurisdictions along SMART's lines.
- Participates in the implementation of repair activities, and establishment of safe work zones along SMART's right-of-way.
- Maintains awareness of progress on assigned construction activities to assure compliance with designated time and established standards.
- Performs on-site trouble shooting of SMART passenger equipment in the field or directs trouble-shooting activities through radio and phone communications.
- Ensures that vehicles, facilities and equipment are operated safely.
- Coordinates the movement of trains with activities of Maintenance of Way and Vehicle Maintenance staff, and contractors, to minimize service interruptions.
- Provides SMART Management and other departments with technical information relating to train control operations.
- Provides training and re-training to Train Crews and other SMART staff required to operate passenger equipment and other rail-borne equipment; develops lesson plans,

administers examinations and maintains training records.

- Assists in the preparation and updating of, and provides training and orientation for, Standard Operating Procedures and Emergency Operating Procedures.
- Performs activities while ensuring that pre-established operating schedules are maintained for optimal revenue service.
- Evaluates passenger service to ensure that existing systems are functioning properly and that District policies, procedures, rules, and regulations are being followed.
- Ensures Operations compliance with all railroad rules, procedures, and safety regulations, and guidelines of the Federal Railroad Administration (FRA) relating to train movement.
- Performs check rides, observes and monitors the performance and appearance of Engineers and Conductors relative to the schedule and other expected norms; Determines whether Engineers possess and employ the skills necessary to safely operate SMART trains in accordance with their current locomotive engineer certification; provides corrective training or counseling as needed.
- Develops action plans for improving performance.
- Observes check-in of Engineers and Conductors to ensure timely service coverage and perform personal observation of appearance and fitness for duty.
- Maintains accurate hourly and daily records and special reports of work being performed.
- Participates in investigations and prepares reports on emergency, unusual incidents and passenger complaints.
- Assists with investigations in safety-related incidents and preparation of reports for submittal to California and Federal oversight agencies.
- Makes necessary on-scene measurements, photographs accident scenes and prepares proper reports.
- Performs supervisory and administrative functions, including application of SMART's disciplinary system when required.
- Performs duties and responsibilities as they relate to the FRA and DOT Drug and Alcohol Testing regulations.
- Collects operating statistics and performs analyses of SMART train operations.
- Keeps updated with current laws, regulations and developments in areas related to rail operations.
- Attends and participates in professional group meetings, stays abreast of new trend and innovations in the field of train control.
- May assist in the development and implementation of departmental goals, objectives, policies, procedures, and work standards.
- Adheres to SMART's guidelines and policies regarding appearance and uniforms.
- Performs additional duties as required, including all those normally assigned to Engineers and Conductors.

Qualifications, Skills, Knowledge and Abilities

Minimum Qualifications:

- Must be a FRA Certified Locomotive Engineer and be able to perform any of the duties required of an Engineer.
 - Must possess current certification issued by a railroad with a Certification Program that complies with rules of and is approved by the Federal Railroad Administration, as described in 49CFR Part 240.
- Must meet or exceed SMART's requirements for the status of designated Supervisor of Locomotive Engineers as described in 49 CFR 240.105.
- Must meet or exceed requirements for Certified Conductor and be able to perform any duties required of a Conductor.
- Must possess a high school diploma, GED or recognized equivalent.
- Five (5) years (full-time equivalent) of verifiable work experience in a General Railroad System environment.
 - At least two and one half (2.5) years of those five years must be as a certified Locomotive Engineer or Engineer-Conductor.
- Must be at least 21 years of age.

Other Qualifications:

- Experience as a Dispatcher or Supervisor preferred.
- Possession of a valid California's drivers' license (or ability to obtain one within 60 days of employment).

Skill in:

- Working independently and as a member of a highly collaborative team.
- Tactfully and professionally providing guidance and counseling on performance related matters.
- Interpreting and applying oral and written instructions in a consistent manner.
- Dealing with individuals from various socio-economic groups, as well as those with different levels of mobility, in a tactful, calm and confident manner.
- Strong observation skills. Detecting unusual, hazardous, or emergency situations and taking appropriate action within prescribed guidelines.
- Preparing clearly written instructions to Operations personnel, and clearly written reports for management and for regulatory agencies.
- Maintaining a positive attitude while working within a highly structured system of rules and procedures.
- Reasoning, problems solving and trouble shooting.

Knowledge of:

- General Code of Operating Rules, Federal Rail Administration Guidelines, and other regulatory publications;
- Operating and safety rules governing the movement of trains;
- OSHA and DOT safety regulations.
 - Sound supervisory techniques and methodologies.

- Methods and techniques of dealing effectively with varied groups and individuals under both routine and emergency situations;
- Basic math skills;
- The use of basic office equipment such as phone, computer, keyboard, printer.

Ability to:

- Read, understand, learn, comprehend and retain:
 - SMART Operating Rules;
 - SMART Employee's Timetable and Special Instructions;
 - SMART Safety Rules;
 - Guidelines of the Federal Railroad Administration;
 - Technical information regarding track and station layout;
 - Procedures to follow in unusual or emergency situations; and
 - Other regulations as assigned by SMART management.
- Communicate effectively using two-way radio, telephone, and public address systems.
- Communicate orally in a clear, concise manner with customers, supervisors and Central Control.
- Analyze complex operations situations and prioritize multiple and interactive tasks.
- Meet or exceed the requirements of a certified Engineer and a certified Conductor.
- Foster a climate of communication, cooperation and respect.
- Conduct classroom and worksite training with individuals and with groups; maintain training records; develop and administer tests.
- Objectively observe the appearance and performance of Engineers and Conductors relative to established norms, and provide any required counseling, training or re-training as necessary.
- Successfully pass a pre-employment medical exam that uses the standards of the California Commercial Driver's License.
- Demonstrate a satisfactory driving record as defined below:
 - No more than two moving violations and/or "at fault" accidents within the last 3 years;
 - No "at fault" in a fatal accident within the past 5 years;
 - No leaving the scene of an accident within the past 3 years;
 - No DUI's or Reckless Driving codes within the last 7 years on the current DMV printout.
 - Per FRA requirements, SMART will consider the following incidents for the preceding 36 months prior to SMART certification:
 - A conviction for, or a completed state action to cancel, revoke, suspend, or deny a motor vehicle driver's license for, operating a motor vehicle while under the influence of or impaired by alcohol or a controlled substance.
 - A conviction for, or a completed state action to cancel, revoke, suspend, or deny a motor vehicle driver's license for, refusal to undergo such testing

as is required by State law when a law enforcement official seeks to determine whether a person is operating a vehicle while under the influence of alcohol or a controlled substance.

- Make sound decisions and exercise good judgment in stressful situations.
- Maintain good customer relations.
- Operate a train safely.
- Work in a team environment fully supporting the goals and objectives of the maintenance and rail operations.
- Create and maintain effective working relationships with those contacted in the performance of work duties and responsibilities.
- Demonstrate a high level of adaptability in a fast paced work environment requiring concentration, teamwork and attention to safety and detail;
- Make quick decisions within a framework of rules;
- Work irregular work hours, early and late shifts, holidays and weekends;
- Understand, read and communicate (both orally and in writing) in Standard English;
- Work in a constant state of alertness and in a safe manner;
- Perform the physical requirements of the job.

Physical Working Conditions

The physical demands and work environment are characteristic of a train, station, yard and railroad right-of-way environment. Some work is done in an office environment, and involves continuous visual monitoring of computer screens; some work may be done in confined spaces, primarily, but not exclusively in an operating cab; work in the cab is subject to continuous observation by an interior video camera. Some work is performed outdoors, and is subject to inclement weather. Controller-Supervisors are subject to external road noise as well as noise in the train yard and on the right-of-way. Controller-Supervisors may need to shout to communicate, and are subject to considerable vibration. These conditions are representative of those an employee encounters while performing the essential duties and responsibilities of this job. This position is subject to Federal Railroad Administration hours of service regulations.

Physical Requirements

- Must be physically able to:
 - Climb safely, using three-point contact, from the level of track ballast into a SMART Passenger car whose floor is located 48" above the top of rail.
 - Walk safely to or along tracks and trains, in the yard, on the mainline, and branches and spur track.
 - Climb into trains or a locomotive cab.
- Requires maintaining physical condition necessary for sitting for a prolonged period of time and for walking, bending, stooping, climbing and walking on uneven surfaces.
- Must have the ability to frequently reach, lift, maneuver, and carry objects of varying dimensions and weights up to 100 pounds.
- Must have good manual dexterity and good eye-hand coordination.
- Must meet or exceed Federal Railroad Administration standards for vision and hearing acuity.

- Requires maintaining a condition of mental alertness, and an ability to sustain concentration on signals and detailed observation of wayside conditions without becoming fatigued and bored.
- Must be able to perform, or assist in, the safe evacuation of overweight and/or potentially disabled passengers from a high floor (48" above top of rail) passenger train car onto the track ballast level.
- Must be able to occasionally carry, kneel, crawl, balance, crouch, push/pull, type, and utilize a mouse.
- Must be able to regularly stand, walk, climb, reach overhead, and speak. Must be able to constantly visually distinguish color and symbols, hear, sit for prolonged periods of time, drive a motorized vehicle, utilize manual dexterity, and eye/finger coordination, grasp objects.

Position Details:

- Base hourly wage: \$43.06 - \$52.34 per hour.
- There is a 12-month probationary period following appointment to this position.
- FLSA Status: Non-Exempt.
- At Will, Full-Time.
- A thorough background check will be required including, but not limited to: current and past employers, personal contacts, education verification. A credit report will be required for position covered under Labor Code 1204.5.
(A complete list of background checks documents will be provided upon request)
- Position subject to Hours of Service DOT and FRA Regulations.
- Position subject to DOT and FRA Drug and Alcohol Testing Regulations.
- A pre-employment physical, including a urinalysis drug screen, will be required.
- A pre-employment psychological screening, administered by a licensed/certified psychologist, will be required.

The Sonoma Marin Area Rail Transit District is an Equal Opportunity Employer

Established: April 16, 2014

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Approved: _____