

JOB DESCRIPTION

Job Title: Assistant Director (Various)
Working Title: Assistant Director, Dispatching Operations
FLSA Status: Exempt
Salary Grade: 11B

PURPOSE OF POSITION

The Assistant Director, Dispatching Operations, will assist the Director, Dispatching Operations, in providing leadership and oversight for the safe and efficient operations of the regional rail service and for the day-to-day management of SCRRA Dispatching Operations.

DISTINGUISHING CHARACTERISTICS

This job description is not part of a job series.

SUPERVISION EXERCISED AND RECEIVED

- Receives general oversight from Executive level management.
- Responsible for managing and monitoring work performance of a division or department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended to describe the general nature and level of work being performed and are not to be interpreted as an exhaustive list of responsibilities.

- Assist the Director of Dispatching with managing the functions of all dispatching operations to ensure the delivery of safe, efficient and convenient commuter rail service every day.
- Manage Metrolink's operating plans and lead efforts in developing public timetable for Metrolink regional service.
- Participate in the development of policies and procedures to ensure compliance with established policies and procedures.
- Make recommendations for changes and improvements to existing standards procedures.
- Serve as trusted business partner to the CEO and the SCRRA leadership team, support the strategic vision.
- Monitor, assess and address (department) issues across the Authority.
- Review budgets, project plans, staffing plans, and assignments.
- Participate in the preparation and administration of assigned departmental budget; submit recommendations and monitor expenditures.
- Monitor and evaluate departmental staff performance to establish training needs ensuring objectives and expectations are met, along with compliance of policies and procedures.
- Facilitate collaboration and communication of departmental needs.
- Provide overall management and supervision of the Dispatching Operations department.
- Collaborate with SCRRA managers, departments, and other groups to accomplish mutual organizational and departmental objectives.
- Direct the preparation and processing of all Board items in relation to department goals and objectives.



- The responsibilities outlined above are representative of the role but not exhaustive. Additional duties may be assigned as needed, and reasonable accommodations will be provided to qualified individuals with disabilities in accordance with applicable laws.

MINIMUM QUALIFICATIONS

Education and Experience

- Bachelor's Degree in Business Management or a related field.
- A minimum of eight (8) years of work experience applying a variety of commuter rail operations principles and practices to situations within a railroad organization.
- A minimum of five (5) years of experience in supervising and monitoring the work of subordinate staff or project managers, including monitoring and evaluating staff.
- A combination of training, with a minimum of an Associate Degree and/or experience that provides the required knowledge, skills, and abilities, may be considered when determining minimum qualifications. Advanced relevant coursework may also substitute for a portion of the required experience.

Preferred Qualifications

- Master's degree

Knowledge, Skills, and Abilities

Knowledge of:

- Dispatching and Operations principles and practices and corresponding Dispatching and Operations policies and procedures
- SCRRRA policies, rules and procedures, and public agency environment
- Principles, methods, or tools for developing, scheduling and coordinating train routes
- Methods and tools used in railroad simulation modeling and headway analysis Applicable federal, state and local regulations
- SCRRRA goals and priorities regarding safety and on time performance
- Operations of freight railroads and coast scheduling
- 49 CFR part 200-299 and knowledge of proper application of the regulations as pertains to dispatching
- General Code of Operating Rules as pertains to dispatching
- PTC requirements.

Skilled in:

- Rail operations simulation, analysis, and planning tools (e.g. Rail Traffic Controller, Viriato, RTC, Tableau)
- Quantitative and qualitative analysis of information to identify trends and/or improvements
- Judgment and discretion
- Collaboration and consensus building
- Strong and effective leadership, supervision, team building, communication, and time management
- Verbal and written communication
- Analysis, measurement and process improvement

Ability to:

- Multitask and manage multiple projects in a high-pressure environment
- Work on and around railroad right-of-way, railroad trains and locomotives, and construction sites
- Respond to periodic emergency situations and provide on-call assistance and service when necessary



- Participate in rotating weekend “on-call” duty, in coordination with other members of the department. Work irregular hours, nights, and weekends when necessary
- Convey high-level concepts in association with the impact of special moves, barriers, and foreign railroad issues and convey this to staff
- Work with other departments to maximize safety and on time performance and achieve our agency, department, and divisional goals; make and execute policy within the dispatch operations department
- Understand the conditions in which dispatchers are exposed to in terms of safe execution of work duties.
- Identify trends in both train performance and schedule performance and resolve barriers of smooth, on-time operations and minimize effect of barriers
- Write Dispatching Rules understanding the implications and applications of the rule
- Read, understand and evaluate technical proposals for contracts

PHYSICAL REQUIREMENTS

- Transition between a stationary position at a desk or work location and move about Metrolink facilities or other work site locations
- Operate tools to perform the duties of the position, such as computers, office equipment, and work-related machinery
- Transport equipment or boxes up to 25 lbs
- Exchange ideas by means of communication
- Visual acuity to detect, identify, and observe employees or train movement and any barriers to movement when working on or near railroad tracks
- Hear and perceive the nature of sounds when working on or near railroad tracks
- Balance, ascend/descend, climb, kneel, stoop, bend, crouch, or crawl within assigned working conditions and or locations

Working Conditions

Position requires work in a normal office environment with little exposure to excessive noise, dust, or temperature. Work may also be conducted in outdoor environments, at construction sites, Railroad Track and Right-of-Way environments, and warehouse environments, with possible exposure to individuals who are hostile or irate, moving mechanical parts, and loud noises (85+ decibels, such as heavy trucks, construction, etc.)

Southern California Regional Rail Authority is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Authority will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Last Updated: January 2026

