

JOB DESCRIPTION

Job Title: Director, Dispatching Operations

FLSA Status: Exempt

Salary Grade: 13

PURPOSE OF POSITION

The Director, Dispatching Operations, will provide leadership and oversight for the safe and efficient operation of the commuter rail service and for the day-to-day management of SCRRRA Dispatching.

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 supervising and monitoring performance for a division or a 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.

- Manage the functions of all dispatching operations to ensure the delivery of safe, efficient and convenient commuter rail service every day.
- Plan, design, and schedule services and daily commuter operations.
- Plan, direct, and review the development of policies and procedures. Make recommendations for changes and improvements to existing standards and procedures.
- Oversee and participate in the development and administration of the department annual budget; participate in the forecast of funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures; implement adjustments.
- Collaborate with other transit services in order to coordinate convenient connecting services for passengers. Interface and communicate with state and federal regulatory agencies and their representatives.
- Maintain working knowledge in the area of Dispatching Operations federal, state and local regulations.
- Prepare and review a variety of reports on the performance and operation of the functional areas within the Dispatch Division.
- Monitor and evaluate staff to establish training needs within the department and ensure objectives and expectations are met, along with compliance to policies and procedures.
- Build and maintain relationships with local, regional, national and international industry media outlets. Stay current on relevant legislation, best practices and procedures.
- Coordinate activities of the department with other various internal departments.
- Direct the preparation and processing of all Board items in relation to departmental 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 a relevant 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 three (3) years of work experience in a senior-level management position supervising subordinate 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

None

Knowledge, Skills, and Abilities

Knowledge of:

- 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
- Federal requirements for dispatcher training program

Skilled In:

- Leadership and supervision
- Verbal and written communication
- Organization and time management
- Analysis, measurement, and process improvement

Ability to:

- 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: July 2025

