

JOB DESCRIPTION

Job Title: Field Operations Manager

FLSA Status: Exempt

Salary Grade: 10

PURPOSE OF POSITION

The Field Operations Manager, will monitor, review and analyze the performance of the operating service contractor to ensure a safe, timely and customer driven commuter service.

DISTINGUISHING CHARACTERISTICS

This job description is not part of job series.

SUPERVISION EXERCISED AND RECEIVED

- Receives supervision from director level roles.
- Responsible for supervising and monitoring performance for a regular group of employees or contractors.

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.

- Ensure that the Metrolink operating services contractors performance meets specified standards, budget, projected timelines, contract specification and required federal regulations including 49 CFR, Parts 240 and 242
- Ensure foreign railroads (freight and passenger) are efficiency tested as required by 49 CFR Part 217.9 for compliance with SCRRRA rules
- Establish and monitor Operations Compliance Officer efficiency testing goals
- Develop and maintain processes, programs, and reports for all incidents occurring on the railroad
- Determine root causes for failures and recommend remedial action
- Ensure all operating service contractors are testing under the Federal Railroad Administration's Cardinal Safety Rules
- Respond to all incidents involving Metrolink trains with the operating contractor and the Los Angeles Sheriffs to assume operational control of the incident
- Perform monitoring and records inspection for all contractor monthly testing programs to ensure compliance with Title 49 CFR Part 217.9
- Monitor and assess the remedial action program provided by the operating service contractor; make recommendations and suggested changes to the contractor's program as required by Title 49 CFR Part 217.9
- Review and provide feedback to direct reports who are responsible for the development of performance monitoring by direct observation and performance measures and trends, that are managed by data, to successfully deliver required objectives
- Ensure that the federal safety standards for the eligibility, training, testing, certification and monitoring of all locomotive engineers and conductors is enforced consistently in accordance with 49 CFR Parts 240 and 242
- Use Industry Safe reports and face-to-face meetings with contract managers to provide oversight for direct



testing and for joint testing to measure system safety and efficiency testing results

- Oversee and assess the performance of the day-to-day operations of the operating services contractor
- Work collaboratively on a managerial level to resolve joint competing issues involving various SCRRRA departments
- 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

- High School diploma or GED or its equivalent.
- A minimum of eight (8) years in commuter railroad/ freight operations including work on a Class 1 regional railroad, or Commuter railroad.
- A minimum of five (5) years of experience in a supervisory role, or any combination of education and experience that provides equivalent knowledge, skills, and abilities, may be considered.
- Must be qualified on the General Code of Operating Rules (GCOR) and the timetable special instruction for the Metrolink system, or become qualified within six months of hire.
- A combination of training, education, 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.
- Valid Class "C" California driver's license with a satisfactory driving record of no more than two moving violations and no DUIs within the last three years.

Preferred Qualifications

- Undergraduate degree in a related field

Knowledge, Skills, and Abilities

Knowledge of:

- Federal, state, and local laws, rules and regulations related to the railroad industry
- SCRRRA operations, rules and policies

Skilled in:

- Microsoft Office.
- Verbal and written communication.
- Organization, time management, and planning

Ability to:

- Demonstrate leadership while monitoring and evaluating staff and contractor performance, and providing feedback, coaching and/or positive recognition
- Focus on improving business results and outcomes through customer driven state-of-the-art practices and programs
- Balance multiple initiatives simultaneously



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
- Work irregular hours, nights, weekends when necessary

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: September 2025

