

JOB DESCRIPTION

Job Title: Senior Manager, Business Operations

FLSA Status: Exempt

Salary Grade: 11A

PURPOSE OF POSITION

The Senior Manager, Business Operations will manage, analyze and provide information on the successful delivery of services associated with the operating, engineering and construction contracts. In addition, this position will indirectly manage the Business Administrator positions responsible for administering the projects, contracts, funds and associated invoices.

DISTINGUISHING CHARACTERISTICS

This job description is not part of a job series.

SUPERVISION EXERCISED AND RECEIVED

- Receives general oversight from director or Executive level management.
- Responsible for supervising and monitoring the performance for a regular group of employees 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.

- Provide effective coordination and oversight for departmental work to ensure the successful execution of the delivery of services associated with the operating contracts in the COO's cost centers.
- Create and implement standardized practices and procedures used by department staff, including but not limited to processing invoices, entering requisitions, and troubleshooting Oracle issues for faster resolutions, cross training, and consistency.
- Manage and enforce the consistent use of a standard CTO Tracking report and labor summary for all CTO Contracts for vendors to complete.
- Manage in collaboration with department staff and the General Accountant on processing of invoices assigned to the COO's cost centers to ensure resolution and payment. Collaborate with Purchasing, Contracts and Contract Compliance procurement activities for multiple departments (PTC, Equipment, Operations, Track, etc.) including but not limited to oversight of RFP development, procurement planning, contract administration and close out.
- Assess the condition of the SCRRA's signal, communication and network control systems and develop multi-year plans and estimates to assure it remains in a state of good repair and keeps current with changes in technology
- Participate in the preparation and administration department budget, monitor expenditures.
- Develop templates for reporting outside of Oracle FIS and review all paperwork and activities within the Oracle financial system to prevent delays for project execution and activity.
- Respond to inquiries from a variety of staff, outside agencies and direct Business Administrators on preparing data and information to support a timely response.



- Collaborate with managers and various departments to accomplish organization and department objectives.
- Monitor and evaluate staff and contractors to establish training needs within the department to ensure objectives and expectations are met.
- Develop a team environment, among department personnel, other SCRRRA departments and contractors.
- Provide accurate reports and updates to executive level management and various SCRRRA departments and stakeholders.
- 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 Administration or a related field.
- A minimum of six (6) years of experience in a public agency work in procurement, contract administration, preferably in a railroad operations environment.
- A minimum of three (3) years of experience with Oracle FIS or a similar system associated with purchasing, contracts, project funding, and funds control.
- 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

- Experience in the implementation of a new financial information system equivalent to an Oracle Fusion ERP solution, or a modular integrated financial system utilizing grants and purchasing, such as Oracle R12 E-Business Suite.
- Experience conducting and managing FTA-assisted procurements.

Knowledge, Skills, and Abilities

Knowledge of:

- Financial and contract management.
- Out-sourced SCRRRA business model and its relationship to all procurements and related department contracts.
- Oracle R12 E-Business Suite financial information system.
- SCRRRA contracts and procurement processes.
- Funding sources, funding patterns, project budgets, purchasing, invoicing and grants billing structure.
- Public agency and Federal Transit Administration purchasing rules and regulations.
- Departmental policies and procedures.
- Specific functions of various operating departments.
- Applicable contract terms and conditions.
- Existing reporting tools, intended use and limitations.



Skilled in:

- Strong and effective leadership, team building, communication, and time management.
- Microsoft Office Suite, specifically Word and Excel.

Ability to:

- Respond to internal customer inquiries in a calm, professional, and courteous manner, responding well under pressure.
- Work in a fast-paced and ever-changing work environment, thinking and acting quickly, communicating sensibly and calmly, and responding appropriately to each category of the agency's multiple audiences and stakeholders.
- Organize, lead, and be creative and solution-oriented.
- Gather a diverse group and together identify issues and resolve them with decisiveness.
- Comprehend the public service environment, SCRRRA mission, objectives, and business model.
- Recommend and implement a restructuring of responsibilities as needed.

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

