

## JOB DESCRIPTION

**Job Title:** Senior Manager, Dispatching

**FLSA Status:** Exempt

**Salary Grade:** 11A

### PURPOSE OF POSITION

The Senior Manager, Dispatching, will provide prudent, effective, and fact-based train movement decisions in accordance with safety, train performance, and customer service goals of the SCRRRA.

### 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 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.*

- Responsible for full management responsibility for all departmental services and activities.
- Provide effective guidance in regard to train movement decisions in accordance with safety, train performance, and customer service goals of the Agency.
- Manage and ensure effective communication and safety-oriented action including but not limited to train crews, dispatching supervisors, and other necessary personnel. Prepare and provide supervisors with clear and detailed records of train movement events.
- Coordinate the implementation of emergency plans across departments and various external agencies in accordance with protocol.
- Identify trends and patterns of service failures for investigation and correction.
- Remain up-to-date with current and developing legislation related to the assigned area of responsibility.
- Participate in various cross-functional meetings and professional committees related to departmental goals.
- Supervise training and evaluation of subordinate staff. Establish employee performance standards and objectives.
- Develop a team environment, among division personnel, other SCRRRA departments and contractors.
- 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

- A Bachelor's degree in a related field.
- A minimum of seven (7) years of experience managing Train Dispatchers and Chief Dispatchers engaged in



railroad or rail transit environment.

- A minimum of five (5) years of experience with Maintenance of Way window planning and special train moves.
- 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.
- General Code of Operating Rules (GCOR) certification

## Preferred Qualifications

None

## Knowledge, Skills, and Abilities

### Knowledge of:

- Regulatory and governmental functions related to FRA, GCOR, and CPUC General Orders
- Code of Federal Regulations
- Principles and practices of employee supervision
- Safety policies and procedures

### Skilled in:

- Strong and effective leadership, team building, communication, and time management
- Microsoft Office, including Word and Excel
- Problem solving
- Strategic and critical thinking

### Ability to:

- Interpret contracts, proposals, and engineering plans
- Make fact-based decisions and provide appropriate direction to subordinates and field employees
- Describe and communicate rolling stock, including power ratings, types of locomotives and types, capacities, usage, and tonnage of railroad cars
- Stay alert over extended periods of time and respond well under pressure
- Ability to analyze and assess policies and operational needs

## 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

