

Director of Rail Service Delivery

Pittsburgh Regional Transit is seeking a Director of Rail Service Delivery to implement and execute business strategies for light rail passenger operations including but not limited to functional areas of light rail/incline service delivery, off board fare collection, right-of-way, and other rail operations duties. Investigate service delivery problems and initiate corrective and preventive actions. Address capacity and optimal efficiency in all areas. Evaluate general service levels and make recommendations for improvement.

Essential Functions:

- Plans, directs, and manages all phases of day-to-day light rail service delivery Works closely with departmental management staff coordinating activities with Rail Traffic Operations, Rail Dispatch, Rail Instruction and the administrative activities of the Rail Departments. Assists with the development and implementation of strategic and departmental goals and objectives for PRT's light rail system operations. Ensures that all projects, programs and strategic plans are within established deadlines to facilitate the accomplishment of PRT's strategic mission.
- Manages department matters relating to hiring, promotions, transfers, evaluations, training, other personnel actions and monitors standardized PRT programs, such as health and safety, drug and alcohol, attendance, workers' compensation and safety as they relate to rail operations. Mentor and develop staff to improve accountability and results.
- Work closely with Rail Dispatchers and coordinate requests and address issues with the Bus and Rail Operations Department. Evaluates and analyzes service delivery problems and initiates recommendations for improvement. Ensures activities are consistent with and in support of overall Rail Service Delivery objectives. Responds to customer complaints.

Job requirements include:

- High school diploma or GED.
- Bachelor's degree in transportation, business administration, public administration, or related field from an accredited college or university. Directly related experience may be substituted for the education on a year-for-year basis.
- Minimum of six (6) years of progressively responsible experience in the areas of light rail operations and/or right-of-way maintenance.
- Minimum of four (4) years of supervisory/management experience in light rail operations.
- Thorough knowledge and understanding of light rail transit systems operations.
- Experience overseeing multi-million-dollar capital projects.
- Experience working with FTA and state safety oversight agencies.
- Extensive knowledge of FTA regulations, including relevant new legislation affecting railroad operations.
- Effective and professional communication skills.
- Customer focused, well organized and results oriented.
- Demonstrated ability in the use of Windows.



We offer a comprehensive compensation and benefits package. Interested candidates should forward a cover letter (with salary requirements) and resume to:

Missy Ramsey
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EOE