

**Job Position:** OCC Supervisor

**Industry:** Commuter Rail Services

**Reports to:** OCC Manager

### **Position Summary:**

The Operations Control Supervisor is responsible for overseeing all activities in the Operations Control Center (OCC) including directing the safe and efficient movement of trains, controlling the traction power system, and managing the on-track time available for inspection and maintenance activities. This position also oversees and coordinates the response to service disruptions and emergencies as well as implementing service recovery plans. The OCC Supervisor also manages the OCC staff.

### **Description of Duties:**

- Direct and oversee all rail movement from a central Operations Control Center in accordance with schedules, railroad operating rules and procedures and FRA regulations
- Direct and monitor train dispatchers who coordinate rail traffic by using a computerized train control system to select the proper routing of trains, monitor train movements, remotely control track switches and traffic signals, apply and remove blocking devices and issue permits and authorities
- Authorize and monitor on-track work on the track, signal, structures and traction power infrastructure to minimize the impact on scheduled trains
- Manage unexpected events and emergency situations to protect the public, railroad employees, and railroad property
- During incidents or emergencies, notify and coordinate all internal personnel and external emergency responders and direct activities to mitigate the event
- Plan and implement alternate revenue service during emergencies
- Oversee the use of approved procedures and communication protocols to safely energize and de-energize traction power for maintenance and emergency purposes
- Communicate continuously by telephone, radio and intercom with field personnel, supervisors and other staff to coordinate and monitor train and on-track equipment movements, maintenance activity and requests for power control
- Ensure that OCC personnel comply with all operating rules, protocols, procedures and applicable regulations. Conduct Efficiency Tests to confirm and document compliance
- Oversee the staff of the Operations Control Center including the selection, training and performance management of OCC personnel
- Recommend the transfer, suspension, promotion, or discharge of train dispatchers, if necessary
- Conduct disciplinary action in the event of rule violations, poor performance, or improper conduct
- All other duties as assigned

***Qualifications:***

- A Bachelor's degree from an accredited college in Transportation, Business Administration or related field or an equivalent combination of education and work experience
- A minimum of five years of experience in railroad operations preferred
- At least three years' experience as a dispatcher/controller preferably in a high density passenger service environment
- Experience in an FRA regulated environment preferred
- Ability to interact constructively and establish and maintain cooperative working relationships with external stakeholders and employees at all levels of the organization
- Ability to effectively supervise and coach employees
- Ability to communicate with precision both orally and in writing
- Ability to provide clear instructions and comprehend complex information over the radio, intercom and telephone
- Ability to rapidly assess situations and identify appropriate courses of action
- Ability to analyze and attend to multiple tasks in stressful conditions
- Proficiency in software applications used for analyzing data and preparing reports
- Ability to use computers and a variety of input devices to monitor and control train movements, power distribution and a variety of alerts and alarms
- Must be available 24 hours/7 days a week to respond to emergencies with the ability to work alternate shifts and days as required
- Must be eligible to work in the U.S. and successfully pass a pre-employment background check
- Must pass a pre-employment drug screening and be willing to comply with the DTO Drug and Alcohol Policy
- Must possess a valid Colorado driver's license