**Class Summary**

The responsibilities of this classification include learning the job and supporting the Streetcar Operations and Maintenance (O&M) Supervisor in performance of the day-to-day activities within maintenance, facility, yard, and field operations on the Seattle Streetcar system. Incumbents will be expected to perform all or some duties independently as they gain experience.

**Distinguishing Characteristics**

This is the first level in a two level classification series. Incumbents are required to successfully complete all related supplementary training classes, seminars, courses, and examinations deemed necessary for the training program.

**Examples of Duties**

1. Assign and dispatch employees and work assignments; monitor work to ensure proper and efficient functioning, and compliance with established policies and procedures.
2. Oversee pre-trip inspections on vehicles and ensure that needed work is performed.
3. Act as first responder in emergency situations by following Streetcar and American Public Transportation Association (APTA) rules and guidelines; re-rail trains and recover vehicle from accidents.
4. Control streetcars, manage headways, and recover schedules during service interruptions using vehicle location systems and radio communications.
5. Maintain records and prepare reports on operations and maintenance activities; assist in developing and/or updating operating rules, procedures, and schedules.
6. Prepare and communicate instructions and information regarding streetcar operations.
7. Assist the Streetcar Operations and Maintenance Supervisor with operating and maintenance schedules; evaluate system requirements; identify resource needs and the allocation of the resources.
8. Assist in overseeing contractors to ensure compliance with agency, departmental, and project objectives.
9. Perform other duties as assigned.

**Knowledge/Skills**

Knowledge of transit operation schedules, procedures, forms, records, and documents related to dispatching

Knowledge of transit operations rules and standard operating procedures

Knowledge of safe and proper operation of transit vehicles and their basic mechanical features

Knowledge of two-way radio operation, procedures, and phraseology

Skill in verbal and written communication

Skill in problem solving, analyzing, and evaluating service efficiency and quality

Skill in organizing work and setting priorities, weighing competing demands, and making decisions to maintain service levels

Ability to communicate performance feedback and clarification of duties and standards clearly and effectively to employees

Ability to effectively engage in and sustain relationships with people from diverse cultures and socio-economic backgrounds

Ability to work independently and as a team member

Demonstrated proficiency with business applications, such as Microsoft Office suite

**Education and Experience Requirements**

Any combination of experience and education that provides the knowledge, skills, and abilities to perform the essential functions of the job.

**Licensing, Certification and Other Requirements**

Some licenses, certifications and other requirements determined to be necessary to meet the business needs of the employing unit may be required.

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| **FLSA Designation** | Non-Exempt |
| **Service Status** | Career Service |
| **EEO Code** | 2 |
| **Levels within same series** | Streetcar Operations and Maintenance Supervisor Trainee  Streetcar Operations and Maintenance Supervisor |
| **Class History** | 1/2019 - Created |