



WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
Director, Rail Operations Control Center

Washington Metropolitan Area Transit Authority (“WMATA”) was formed in 1967 to develop, finance and operate public transportation in the Washington metropolitan area. WMATA’s service area extends throughout a 1,500 square mile area in Maryland, Virginia and the District of Columbia. Today, WMATA operates Metrorail, Metrobus and MetroAccess paratransit services for the Washington metropolitan area and is consistently ranked among the top transit agencies nationwide by ridership.

WMATA is governed by a 16-member Board of Directors with eight voting members and eight alternate directors. Maryland, the District of Columbia, Virginia and the federal government each appoint two voting members and two alternates.

WMATA is seeking a Director of the Rail Operations Control Center (ROCC). The Director plans and directs all activities of the ROCC, which is the nerve center of the DC region’s Metrorail system, transporting 600,000 riders daily across 117 miles of track and 91 stations. The Director is responsible for the safe control center operations of passenger rail service, maintenance operations, and operational communications. The incumbent provides a strong safety culture through inclusive, respectful and collaborative management of a 24/7 team of 115+ specially-trained employees to ensure safe and reliable service for Metro customers and employees. Working with multiple internal stakeholders, the incumbent not only manages day-to-day departmental operations, but also plays a strategic role in driving forward agency-wide improvements in safety, policy, standards, systems, technology, and efficiency.

The Director leads and supervises all operational activities in the ROCC – namely train control operations, rail maintenance operations and rail operational communications – and is responsible for safe, timely, efficient, and effective responses to emergencies and all other rail-related incidents. The Director ensures the operation of the rail system is maintained to the highest standards and in accordance with all applicable safety and operational policies and regulations. The role works in partnership with the Department of Safety, the Office of Quality Assurance and Customers Service, Communications and Marketing, to manage systems, initiatives and continuous improvements to safety, reliability, and customer service in rail service delivery. In addition, the Director is responsible for ROCC internal audits and quality control.

The Director leads critical projects and programs, such as ROCC structural or technical upgrades; design, revision, and testing of new procedures; and change management initiatives to transform performance and culture. This position also ensures effective implementation of all ROCC operating plans and schedules; establishes and promulgates operating rules and regulations; assists in the planning and development, management and implementation of policies; ensures compliance with safety policies and programs, reviewing problem or potential problem areas to ascertain the need for changes; and develops scheduling and control procedures for ROCC.

It is the responsibility of the Director to ensure ROCC emergency and incident response procedures are in place, compliant with regulations, and rehearsed across all ROCC teams and partners to ensure safe and effective execution at all times. This position also manages hiring, staff development, training, succession planning and ensures performance evaluations of all staff in line with Metro’s Human Resources policies in addition to proactively managing employee relations and practices within the parameters of the Metro’s Human Resources

policies and union contracts. The Director sets departmental strategy, standards, behaviors, and performance framework, closely aligned to Metro's mission, vision and values.

The Director of the ROCC is expected to prepare and present oral and/or written reports/recommendations within areas of assigned responsibility; prepare periodic reports to analyze and identify possible problems, trends or other items of concern; and proactively secure resources to solve those problems. The Director manages the ROCC department budget, prepares annual and long-range forecasts, estimates staffing and material requirements, production efficiency and the need for improved equipment.

The successful candidate will be expected to maintain a required level of technical knowledge to oversee and contribute to the resolution of complex problems, as this role conducts studies and investigations and acts as a trouble shooter or special project officer as directed. The Director will also assist in developing, planning, and implementing the department's preventive maintenance, component overhaul and rehabilitation and replacement programs.

The ideal candidate for Director, Rail Operations Control Center will have the following skillset:

KNOWLEDGE:

- Applied knowledge of risk management, performance management, and business process improvement methodologies, tactics and solutions, in operational settings.
- Once in post, acquired in-depth knowledge of the Authority's rules and regulations, rapid transit plans and procedures and collective bargaining agreements.
- Applied and current knowledge of relevant innovative and state-of-the-art practices in command/control and transportation, for example, automation, robotics and systems design.

SKILLS AND ABILITIES:

- Excellent leadership and management skills, with proven experience applying those skills to successful implementation of transformational change of a department or organization, and leading high performing people in safety sensitive, complex operating environments.
- Excellent written and verbal communications skills, with proven experience drafting and presenting documentation to executives, frontline staff, and external stakeholders.
- Strong management, organizational and risk management skills applied at the department level in a variety of operational settings.
- Proven program management and change management skills, preferably with supporting trainings and certifications.
- Zealous commitment to achieving safety results
- Ability to build a strong, highly effective specialist team, to optimize staff performance and satisfaction, and proactively manage effective and equitable labor relations.
- Ability to proactively establish and manage open, transparent, and effective professional relationships with staff, peers, management, and external stakeholders.
- Ability to proactively identify and prioritize risk, and independently conceive and deliver solutions to complex business or technical problems.
- Ability to navigate competing interests to secure progress in a complex operational setting, prioritizing safety, integrity, and ethics above all else.
- Ability to lead transformational change, where necessary, that dramatically improves performance and culture.

MINIMUM QUALIFICATIONS:

Bachelor's Degree in Transportation Management, Engineering, or a related field. In lieu of a Bachelor's Degree, a high school diploma and four (4) years of experience in a command and control setting with responsibility for operational delivery and the safety of large numbers of people will be considered, in addition to the experience stated below.

A minimum of fifteen (15) years of progressively responsible experience in an operational command and control setting (e.g. rail, aviation, military, etc.) with personal responsibility for operational delivery, the safety of large numbers of people, and identification and management of risks associated with such a function.

CERTIFICATION/LICENSURE:

- Possession of a valid Driver's License
- Roadway Worker Protection (Level 4, within 60 days of hire)

PREFERRED QUALIFICATIONS:

Experience in rail command and control operations. Master's in business administration, Public Administration, or equivalent master's degree. Certification in advanced leadership, general management, or risk management. Certification in project/program management (e.g. PMP). Certification in applied change management (e.g. Prosci).

TO APPLY:

WMATA has engaged Krauthamer & Associates ("K&A"), a retained executive search firm, to assist with the recruitment of the Director, ROCC. Interested parties should contact Gregg Moser, Principal at K&A, via email at gmoser@kapartners.com to obtain more information or to apply for the position with an attached cover letter and resume.

WMATA is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, status as a protected veteran, or any other status protected by applicable federal law.