



The Washington Metrorail Safety Commission (WMSC) is seeking a **Program Manager, Safety Operations** to lead and manage the Safety Operations team. In addition, this role will plan, execute, and manage the WMSC's rail safety oversight program for the Washington Metropolitan Area Transit Authority (WMATA) Metrorail's track program.

The WMSC is the designated State Safety Oversight Agency (SSOA) responsible for overseeing the safety of the Washington Metropolitan Area Transit Authority (WMATA) Metrorail system, which operates rail transit in Maryland, the District of Columbia, and Virginia. The WMSC carries out an oversight program in compliance with the WMSC Compact and other applicable regulations.

### **Position Overview**

The duties of the Safety Operations Program Manager focus on two aspects: Managing a team (3–6 staff) of rail operations specialists and providing rail track and rail infrastructure expertise. The team includes rail operations specialists, but this position would serve as the exclusive track specialist. In addition, the Safety Operations Program Manager will plan, execute, and manage the WMSC's safety oversight of WMATA Metrorail's track activities. This position is responsible for overseeing Metrorail's track activities through field observations, document and data review, and regular meetings with Metrorail, as well as by observing the discussions among Metrorail safety committees and working groups. This position contributes to the overall safety of the Metrorail system primarily by assisting each of the WMSC's oversight programs (Audits, Corrective Action Plans, Inspections, Investigations, and Safety Certification Oversight). This position will collaborate and establish working relationships with internal WMSC personnel, WMSC contractors, and WMATA personnel. This role is supervised by the Deputy Chief Operating Officer.

### **Responsibilities**

- Conduct, lead, and manage the WMSC's safety oversight of WMATA Metrorail's track and related rail infrastructure and operations activities, which includes conducting direct observations of Metrorail maintenance and inspection work, with assistance from the Deputy Chief Operating Officer and other WMSC personnel.
- Ensure that all observations of the Safety Operations team occur as required, and with regard to track observations and any other observations where an additional person is required, also personally perform such observations as needed.
- Conduct, lead, and manage assigned staff, contractor resources, and projects in accordance with the WMSC Compact and WMSC Program Standard as well as federal and other applicable regulations.
- Lead and manage the Safety Operations team, which includes leading and managing individuals that have technical qualifications that differ from the successful candidate's background.
- Manage the workload and quality of work of the team members.
- Assist Safety Operations team with prioritizing work tasks.
- Provide performance goals, feedback, and performance reviews for staff.
- Develop program goals and objectives for the WMSC oversight of WMATA Metrorail's track and related rail infrastructure activities.
- Review and analyze relevant policies, program documents, training curricula and workbooks, records and forms, and similar documents and materials, written and electronic.

- Devise and implement the methods to collect data that facilitates short-term and long-term tracking and analysis related to program goals and objectives.
- Support other WMSC oversight activities as needed, which include, but are not limited to, Audits, Corrective Action Plans, Inspections, Investigations, and Safety Certification Oversight.
- Advise WMSC staff and contractors at all levels regarding track or other rail infrastructure as required, and particularly in a manner that facilitates the team's multidisciplinary safety oversight responsibilities.
- Coordinate with multiple internal teams, and external agencies including WMATA departments and local, state, and federal stakeholders.
- Prepare and present technical reports and documentation to audiences with varying degrees of technical knowledge of worker safety.
- Exercise focus, discipline, organization, and close attention to detail with regard to all tasks.
- Perform other responsibilities as assigned.

## **Qualifications**

### *Experience*

Required at least one year of supervisory or project management experience and a minimum of 6 years of progressive work experience and understanding of the following:

- Railroad or rail transit industry track design, construction, inspection, and maintenance.
- Training workers, supervisors, managers, or others in a railroad, or rail transit environment.
- General safety and health principles and practices applicable to a railroad or rail transit industry, including but not limited to roadway worker protection.
- Railroad or rail transit industry accident investigation techniques and responding to accident scenes.
- Knowledge of railroad or rail transit operating practices, rules, and procedures, especially as they relate to safety issues.
- Responding to track or related rail infrastructure inspection or maintenance issues in the field.
- Analyzing or evaluating new and existing jobs, processes, products, or other systems to determine the existence, severity, probability, and outcome of hazards.
- Ability to present complex rail track or other rail-related topics to audiences with varying levels of understanding of complex rail system engineering, construction, and operations concepts.
- Designing or modifying workplaces, processes, products, or other systems to eliminate or control hazards.

Preferred: Supervisory skills. Knowledge or work experience with Federal Railroad Administration (FRA) track safety standards. Knowledge or work experience evaluating technical aspects of safety programs to ensure effective application of rules, standards, or instructions. Knowledge or work experience with track geometry vehicles, ultrasonic rail testing, or other automated track testing and inspection. Knowledge or experience with aerial structural design, track engineering, or track inspection and maintenance. Experience representing an entity to external stakeholders.

### *Education*

A bachelor's degree from an accredited institution is required; a master's degree is beneficial. Major study: safety or track engineering, or degree in other related fields.

## **Residency Requirement**

This position is primarily remote; however, given the nature of the WMSC's oversight of the WMATA Metrorail system it does require in-person work from time-to-time. Therefore, it is required that the candidate resides within 30 miles of any WMATA Metrorail station.

## **Physical Requirements**

- The ability to safely move for long periods on potentially rocky and uneven surfaces along rail right-of-way, in rail yards, and in maintenance facilities on an occasional basis.
- The ability to ascend/descend ladders and narrow staircases, and to board and disembark rail vehicles including those designed for passenger use and maintenance.
- Work may take place at any time of day as warranted by emergency conditions or scheduled oversight activities (e.g. responding to a Metrorail event or conducting observations of overnight maintenance work).
- Work may take place on or about WMATA property where WMSC personnel must be alert at all times for the approach of trains or rolling equipment; slips/trips/fall hazards; and hazardous materials.
- While on-site, WMSC personnel must also take precautions with electrical hazards associated with passenger and non-passenger vehicles and equipment, the third rail, and other power equipment throughout the Metrorail system.
- WMSC personnel may be exposed to unfavorable weather conditions, including temperature extremes and precipitation, and other environmental discomforts such as insects and vegetation.
- Personal protective equipment (PPE) will be required for specific job functions (and will be provided). All WMSC personnel will comply with WMATA requirements for PPE as applicable to the circumstances, as well as with applicable industry standards.
- The physical demands described here are not exhaustive but are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation will be made to enable individuals with disabilities to perform the essential functions.

## **Certifications**

Candidate must possess and maintain a valid driver's license or provide reliable means to arrive to and leave a rail station, rail yard, maintenance facility, the WMSC office, or other facility or location.

Candidate will be required to enroll in and complete the Public Transportation Safety Certification Training Program (PTSCTP) within 3 years of designation by the WMSC and then, upon successful completion, maintain that certification in good standing thereafter. Candidate is encouraged, but not required, to enroll in and complete the Transit Safety and Security Program as well.

## **Other Required Skills and Abilities**

- Excellent English-language written and verbal communication skills.
- Ability to use Zoom, Microsoft Teams, Microsoft Office, SharePoint, and other common software for conducting daily work including, but not limited to, preparing work products such as presentations, reports, graphs, tables, and for ensuring proper record retention.
- Familiarity with assessing hazards, their mitigations, and categorization.
- Ability to work in a remote team environment comprised of individuals from diverse cultures and geographies.
- Ability to observe, receive, and otherwise obtain relevant information regardless of information source.
- Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

- Ability and enthusiasm to acquire needed knowledge to perform duties.
- Ability to manage multiple priorities to meet deadlines and commitments.
- Ability to manage projects to fruition, on time.
- Ability to take direction and constructive criticism from supervisor, management, and others.
- Ability to consistently conduct all aspects of the position.
- Ability to be a team player who assists the WMSC in fulfilling its overall safety oversight mandate.
- Ability to adhere to strong professional ethics.
- Ability to independently carry out duties following direction by supervisor/management and recognize any related duties on own initiative.
- Ability to effectively use the internet and other collaboration software to perform assigned work.

#### **Other Requirements**

- Availability of a home office or other suitable, professional setting for conducting daily responsibilities. Alternatively, the WMSC office is available for this purpose.

#### **The WMSC offers a robust compensation and benefit package.**

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or status as a protected veteran.

Office Location: 750 First Street N.E., Suite 900, Washington, D.C. 20002

Apply by sending your cover letter with salary requirements and resume to [hr@wmsc.gov](mailto:hr@wmsc.gov).

The most up-to-date information regarding this job posting is available via the WMSC Employment Opportunities page (<https://wmsc.gov/opportunities/employment-opportunities/>).