

FULL TIME POSITION ANNOUNCEMENT

Chief Train Dispatcher

The District is hiring a Chief Train Dispatcher. To be considered for this position, the person must meet the posted skills and qualifications. Internal candidates who meet the posted skills and qualifications receive preference in the selection process. This is an excellent opportunity for a motivated individual to use his or her skills in leadership, teamwork, communication, and practical thought to resolve service delivery challenges, improve on-time performance, and pro-actively lead the Assistant Chief Trick Train Dispatchers and others in the delivery of safe, high quality, efficient, and reliable passenger and freight service.

Description: Chief Train Dispatcher duties include, but are not limited to, the following:

- **Supervises day to day train dispatching operations; provides pro-active on-site real-time managerial leadership especially during operating disruptions and emergencies.**
- **Oversees NICTD train dispatchers to ensure their full compliance with operating rules, safety rules, federal regulations, and efficient dispatching practices.**
- **Monitors and helps lead the improvement of overall on-time performance. This includes, but is not limited to, recommendations to the Operations Manager OCC and Superintendent of Transportation, of short-term and long-term corrective action plans for specific trains and operating scenarios.**
- **Instructs, counsels, and holds accountable employees in proper pro-active duty performance with respect to safety, reliability, timeliness, and operational efficiency. This includes, but is not limited to, performing efficiency tests for dispatchers and other operating employees to assess and improve their knowledge of operating rules and practices.**
- **Participates in the development and implementation of schedule changes.**
- **Reviews and responds to time claims; may conduct formal investigations consistent with appropriate labor agreements.**
- **Develops crew and equipment assignments to ensure efficient use of equipment and employees consistent with collective labor agreements.**
- **Directly involved in the training and development of the dispatcher team including, but not limited to, scheduling and facilitation of dispatcher territorial familiarization.**
- **Personally involved in all technological upgrades and updates to the dispatching, communications, and Positive Train Control systems.**
- **Must maintain territorial and dispatching system qualifications.**
- **Performs all other duties as assigned.**

Position Skills and Qualifications: The following skills and qualifications will be considered in the assessment of candidates:

- One (1) or more years of experience in the dispatching offices of the District or other carrier is required. Transportation or supervisory skills similar to, or in support of, train dispatching or operational functions may be considered as qualifying experience in lieu of work or experience in a dispatching office. Prior supervisory experience in dispatching offices or other operations is preferred but not required.
- Five (5) or more years of experience in railroad operations is required, including familiarity with commuter rail or high density passenger and/or freight service operations.
- Must possess a working knowledge of union agreements, federal regulations, and the General Code of Operating Rules.
- Must be willing to work varied shift hours, varied days off, holidays, and extended hours as may be needed to respond to operational circumstances is required
- A work performance record that demonstrates steadily improving performance when compared to quality or service driven metrics is highly preferred.
- Superior record concerning safety attitude, attendance, interpersonal skills, and work performance is required.
- Demonstrated ability to work and communicate effectively in highly stressful conditions is required.
- Demonstrated service record of superior interpersonal skills and ability to work with the public and employees is highly preferred.
- Demonstrated ability to multi-task among competing short-term priorities while consistently maintaining a pleasant disposition is required.
- Basic proficiency in Microsoft Office products as well as generic computer and keyboarding skills is required. Advanced proficiency is highly preferred.
- Solid business writing communication skills is required.
- Associates degree or higher in relevant college coursework and subject majors is preferred but not required.
- Valid driver's license with a safe driving record is required.

District employees who apply for this opportunity will have their performance and attendance records reviewed as part of their qualifications assessment for an interview.

Schedule: The anticipated normal hours of service are during the daytime on Monday through Friday. The specific work schedule will depend on the needs of the service and managerial availability. The District's Operations Manager O.C.C. will work with the Chief Train Dispatcher to balance the needs of the service with appropriate amounts of time off. The successful applicant will be expected to be

available for calls during the night, evening, and weekend from on-duty dispatchers and transportation officials. More information on the specific expectations about availability are available during the interview process.

Supervision: The position reports to the Manager - Operations Control Center. However, the position also must timely respond to the Superintendent of Transportation, the Chief Operating Officer, and designated representatives from the District's freight service partner, Chicago SouthShore and South Bend Railroad.

Salary and Benefits: Salary range is \$72K-\$82K and is based on skills, experience, and consistency with pay structure for others with comparable assignments. Credit for time served in other railroad employment, including military leaves, will be applied in determining vacation day entitlements. The benefit package will be the standard set of benefits received by NICTD management. Details are available during the interview process. Relocation benefits may be available on a lump sum basis.

How to Apply: Submit a written resume outlining training, experience, and work history to: Chief Dispatcher Position Opportunity, Attn: Director – HR&LR, 601 North Roeske Avenue, Michigan City, IN 46360. You also may e-mail your cover letter and/or resume to: bjarne.henderson@nictd.com. A cover letter outlining the reasons why you are interested in work as a Chief Train Dispatcher and why you believe you are best qualified is encouraged but not required. This is a rolling application process. The opportunity will be open until the position is filled. Apply early for the best opportunity to be considered. Phone calls and walk-ins expressing interest are not accepted. The District assumes no responsibility for late or undelivered mail or faxes. Persons who desire to assure delivery of their request for consideration are encouraged to hand deliver their materials or send them by certified mail.

Contact Bjarne Henderson, Director of Human Resources & Labor Relations, at (219) 874-4221, ext 223, if you have questions about this opportunity or notice.

NICTD is an Equal Opportunity Employer

