

Job Description

Job Title Vice President & Chief Officer, Service Delivery

Job ID 98046

Location Various

Full/Part Time Full-Time

Regular/Temporary Regular

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Job Information

First Date of Posting: January 21, 2021

Last Date of Filing: February 18, 2021

Authority: TA

Department: Subways

Division/Unit: Service Delivery

Reports to: Senior VP, Subways/EVP & COO, Subways

Work Location: 2 Broadway

Hours of Work: Managerial

The NYCT Department of Subways, with almost 7,000 subway cars and 472 stations, employs 29,000 individuals who work together 24/7, 365 days a year, to move millions of customers safely to their destinations. These employees operate trains, maintain railcars, assist customers in stations, make critical right-of-way and electronic repairs, and provide technical and analytic support to deliver timely and reliable customer services.

As New York City Transit is transforming and modernizing our operations, it is an exciting time to join the Service Delivery team. NYC Transit is seeking an experienced, dynamic leader for the executive role of Vice President & Chief Officer in Subways Service Delivery. This individual will play a key role in improving subway service performance and system modernization efforts. This individual will also be responsible for a workforce of 8,000 employees who operate 8,000+ subway trips per workday, ensuring the safety of customers and employees on our subways, while improving upon recent gains in operating performance. The VP and Chief Officer sets the strategic direction for operating daily service, reacting swiftly to unplanned disruptions in service, acting to improve the efficiency of operations, and advocating for both the operation and customers in planning and investment decisions.

Compensation

Salary range: \$169,453 (Min) - \$211,817 (Mid) (Executive -1960 Hay points)

Responsibilities

Key responsibilities include, but are not limited to:

- Providing executive direction and leadership of train operations and incident management for the NYCT subway system.
- Overseeing all field operations and personnel, including revenue and work train operators, conductors, train service supervisors, dispatchers, and tower operators, among many others, in the optimal delivery of daily subway service over 25 lines in 4 boroughs. This includes overall responsibility over the Crew

- Assignment Unit, responsible for employee staffing needs.
- Empowering the creation and sustainability of an organizational culture that engages and motivates employees to continually seek ways to improve upon the customer experience.
 - Ensuring the efficient and timely delivery of daily train service while adhering to established safety principles and guidelines; ensure the efficient use of resources and oversees the development and allocation of the annual operating and capital budgets; and establish divisional goals.
 - Providing oversight and coordination of service incident response with other subway divisions and external city, state, and federal agencies; coordinating Winter Operation Plans and Hurricane Plans and coordinating with the Office of Homeland Security in response to potential catastrophic events.
 - Overseeing the interconnected functions of the Rail Control Center, the nerve center of our system, in monitoring daily operations, responding to incidents, and communicating critical information to customers and NYCT partner agencies.
 - Working closely with Operations Planning to develop and adjust service plans to accommodate ongoing system work, emergencies and incidents.
 - Developing and executing strategies to ensure optimal operations, as measured by key metrics such as incidents, delays, on-time-performance, and customer journey time.
 - Providing critical input into system modernization efforts such as new signaling technology, training, rail car procurement, and other subway technology.

Education and Experience

A Baccalaureate degree in Transportation Management, Public Administration, or a related field, with fifteen (15) years of progressively responsible experience in transportation or a relevant field, of which ten (10) years must have been in an administrative, supervisory or managerial capacity -OR-

A satisfactory equivalence of education and experience.

Desired Skills

- Extensive experience in an operating environment and knowledge of the NYCT system including track and infrastructure layouts and the signal system.
- Thorough knowledge of NYCT and Subways operating rules, policies and procedures. Strong knowledge of Service Delivery emergency and security procedures and the ability to make sound decision in emergency and difficult situations.
- High-level decision making, negotiation, conflict resolution, teambuilding and presentation skills.
- Proven ability to develop/implement executive policies and procedures.
- Ability to forge strong relationships and effectively communicate with employees at all levels in the organization, external agencies, and union officials.
- Ability to manage a large, diverse employee population in a unionized environment. Strong problem solving, decision-making, negotiation, conflict resolution, teambuilding and presentation skills.
- Excellent verbal and written communication skills.

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Selection Method

Based on evaluation of education, skills, experience and interview.

All appointments, with the exception of Department of Subways employees on MaBSTOA payroll, will be made on the NYCT payroll.

Other Information

As an employee of NYCT or MABSTOA you may be required to complete an annual financial disclosure statement with the State of New York, if your position earns more than \$101,379.00 (this figure is subject to change) per year or if the position is designated as a policy maker.

How To Apply

Qualified applicants can submit an online application by clicking on the 'APPLY NOW' button from either the CAREERS page or from the JOB DESCRIPTION page.

If you have previously applied on line for other positions, enter your User Name and Password. If it is your first registration, click on the CLICK HERE TO REGISTER hyperlink and enter a User Name and Password; then click on the REGISTER button.

Equal Employment Opportunity

MTA New York City Transit is an Equal Opportunity Employer.

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