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## 5. RAIL FREIGHT

# The Ultimate Transport & Logistics Job Description Guide for Professionals

*Guidelines, Policies, and Best Practices for Success*



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# 5. Rail Freight

## Foreword

Rail freight occupies a unique and strategic position in the global transport and logistics landscape. As one of the most energy-efficient and environmentally friendly modes of transport, rail serves as a vital connection between ports, industrial clusters, cities, and inland logistics hubs. It supports long-distance movements, high-volume commodities, intermodal flows, and cross-border trade across entire regions. While less visible than trucks on highways or ships at ports, rail freight is a backbone of industrial supply chains - quietly enabling economic growth and sustainable transport at scale.

Behind every successful rail freight movement stands a diverse network of specialists and professionals. Train drivers, dispatchers, wagon planners, network controllers, intermodal coordinators, terminal staff, rolling stock engineers, maintenance teams, and regulatory experts all work together to ensure safe, reliable, and efficient rail operations. Their work requires precise coordination, strict adherence to safety standards, deep technical understanding, and seamless communication with road, maritime, and logistics partners. Yet despite their essential contribution, many of these rail-specific roles remain under-recognized or misunderstood.

This book aims to bring clarity to these roles. By defining job descriptions across rail operations, planning, engineering, customer service, intermodal management, safety, and compliance, it provides a structured guide for students entering the field, professionals seeking career growth, and leaders building strong and resilient rail organizations. Rail freight is a complex ecosystem - part infrastructure, part operations, part network management and understanding its human roles is vital to understanding the system.

The rail freight sector is undergoing profound transformation. Digital signalling, predictive maintenance, automation, advanced traffic management systems, multimodal integration, sustainability requirements, and growing demand for low-carbon transport solutions are reshaping the skills needed in the industry. New roles are emerging around data analytics, digital platforms, cybersecurity, alternative fuels, and intelligent asset management. At the same time, traditional skills - train operations, safety oversight, infrastructure knowledge remain critical to maintaining safe and reliable services. As the sector evolves, so too must the roles and competencies of the people work within it.

This book contributes to understanding this evolution. It outlines the responsibilities and competencies that define modern rail freight professions and illustrates how they support daily operations as well as long-term strategic development. Above all, it recognizes the commitment and expertise of the individuals whose work ensures that rail remains a safe, efficient, and increasingly sustainable transport mode.

May this work serve as a guide and a source of appreciation for the rail professionals who help move economies quietly and reliably along steel tracks. Behind every well-timed train, every optimized network path, and every safe journey lies a team of dedicated experts whose roles deserve to be clearly described, understood, and valued.

**Daniel Kohl**

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# Disclaimer

This publication is provided for informational and educational purposes only. The job descriptions, competency frameworks, and role definitions contained in this book are intended as general guidance to support organizational design, capability development, and professional understanding within procurement, supply chain management, logistics, and corporate governance functions.

The content does **not** constitute legal advice, regulatory interpretation, or professional consultancy. While every effort has been made to ensure accuracy and relevance, laws, regulations, industry standards, and organizational requirements vary across jurisdictions and may change over time. Readers and organizations are responsible for verifying compliance with applicable legislation, collective agreements, internal policies, and sector-specific obligations before implementing any role descriptions or frameworks presented in this book.

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# The Ultimate Transport & Logistics Job Description Guide for Professionals

*A practical framework for hiring professionals  
who keep operations moving*

## **What This Guide Is (and isn't)**

This guide helps you write clear, realistic, and attractive job descriptions for transport & logistics roles.

### **It is:**

Practical and role-focused

Written for hiring managers, logistics leaders, and HR partners

Designed to improve candidate quality, not volume

### **It is not:**

A legal document

An internal task list

A generic HR template

A job description is a decision document for candidates.



## **Train Operations & On-Track Roles**

- 5.1. Train Driver / Locomotive Engineer
- 5.2. Train Conductor / Rail Freight Conductor
- 5.3. Shunter / Switcher
- 5.4. Yard Operator / Rail Yard Worker
- 5.5. Train Dispatcher / Traffic Controller
- 5.6. Train Planner / Train Scheduler
- 5.7. Route Controller / Network Controller
- 5.8. Traction Controller
- 5.9. Train Guard (where applicable)
- 5.10. Wagon Examiner (Brake Test Operator)
- 5.11. Train Preparation Technician

## **Terminal & Intermodal Operations**

- 5.12. Terminal Operations Manager
- 5.13. Terminal Supervisor
- 5.14. Terminal Planner / Yard Planner
- 5.15. Reach stacker Operator
- 5.16. Gantry Crane Operator
- 5.17. Straddle Carrier Operator
- 5.18. Terminal Yard Coordinator
- 5.19. Gate Clerk / Gate Operator
- 5.20. Loading & Securing Specialist
- 5.21. Intermodal Equipment Controller

## **Freight, Cargo & Customer Operations**

- 5.22. Rail Freight Forwarder
- 5.23. Rail Operations Coordinator
- 5.24. Customer Service Representative (Rail Freight)
- 5.25. Cargo Handling Specialist
- 5.26. Load Planning Specialist
- 5.27. Multimodal Transport Coordinator
- 5.28. Key Account Coordinator (Rail)
- 5.29. Booking Agent – Rail Services

## **Rolling Stock & Technical Maintenance**

- 5.30. Locomotive Maintenance Technician
- 5.31. Wagon Maintenance Technician
- 5.32. Rolling Stock Engineer
- 5.33. Fleet Manager – Rolling Stock
- 5.34. Wagon Fleet Coordinator
- 5.35. Predictive Maintenance Analyst
- 5.36. Technical Inspector – Wagons / LOCs
- 5.37. ECM (Entity in Charge of Maintenance) Manager
- 5.38. Heavy Maintenance Workshop Manager
- 5.39. Spare Parts & Workshop Logistics Coordinator

## **Infrastructure, Track & Signalling**



- 5.40. Track Maintenance Technician
- 5.41. Permanent Way Worker
- 5.42. Signalling Technician
- 5.43. ERTMS/ETCS Technician
- 5.44. Overhead Line (Catenary) Technician
- 5.45. Track Engineer
- 5.46. Infrastructure Maintenance Supervisor
- 5.47. Electrical Systems Technician (Rail)

## **Safety, Quality & Compliance**

- 5.48. Safety Manager / Safety Officer (Rail)
- 5.49. Safety & Compliance Specialist
- 5.50. Dangerous Goods Safety Adviser (DGSA – Rail/RID)
- 5.51. Quality Assurance Manager
- 5.52. Environmental Compliance Officer
- 5.53. Risk Manager – Rail
- 5.54. Safety Auditor
- 5.55. Incident & Investigation Officer
- 5.56. ECM Compliance Officer

## **Commercial, Sales & Business Development**

- 5.57. Sales Manager – Rail Freight
- 5.58. Key Account Manager (Rail)
- 5.59. Business Development Manager – Rail
- 5.60. Pricing Manager / Yield Manager
- 5.61. Tender Manager (Rail Freight Contracts)
- 5.62. Marketing Manager – Rail Logistics
- 5.63. Commercial Analyst
- 5.64. Market Intelligence Specialist – Rail Corridors

## **Network, Capacity & Service Planning**

- 5.65. Network Planning Manager
- 5.66. Capacity Planner (Rail Network)
- 5.67. Slot Allocation Specialist
- 5.68. Corridor Manager (Rail Freight Corridors / RFC)
- 5.69. Timetabling Manager
- 5.70. Performance Manager (Punctuality & Reliability)
- 5.71. Operational Excellence Manager

## **Digital, IT & Innovation (Rail Tech)**

- 5.72. Rail Digitalization Manager
- 5.73. TMS (Transport Management System) Specialist
- 5.74. Data Analyst – Rail Operations
- 5.75. IoT / Telematics Engineer (Wagons, LOCs)
- 5.76. Rail Automation Engineer
- 5.77. Software Product Owner – Rail Solutions
- 5.78. Asset Tracking Specialist (GPS, Sensors)
- 5.79. Predictive Analytics Engineer



## **Management & Support Functions**

- 5.80. Operations Manager – Rail Freight
- 5.81. Rail Logistics Manager
- 5.82. Depot Manager
- 5.83. Terminal Manager
- 5.84. Regional Manager – Rail Operations
- 5.85. HR Manager (Rail Certifications)
- 5.86. Finance Controller – Rail
- 5.87. Project Manager – Rail Infrastructure
- 5.88. Procurement Specialist – Rolling Stock / Services
- 5.89. Training Manager (Drivers, Shunters, Safety)



# Rail Freight

## Train Operations & On-Track Roles

### 5.1. Train Driver / Locomotive Engineer (Freight Rail)

#### Role Purpose

The **Train Driver / Locomotive Engineer (Freight Rail)** is responsible for the safe, compliant, and efficient operation of freight trains across the rail network.

This includes heavy-haul operations, intermodal transport, bulk commodities, dangerous goods (ADR/RID), and shunting/yard duties.

The role ensures secure movement of cargo, protects railway infrastructure, and adheres to national and international rail safety rules.

#### Key Responsibilities

##### 1. Freight Train Operation

Operate freight locomotives (diesel, electric, hybrid) according to rail regulations and company procedures.

Manage heavy haul braking distances, load distribution, traction handling, and energy-efficient driving.

Ensure safe handling of trains with varying weights, lengths, and compositions (block trains, intermodal, bulk, wagonload).

Monitor train performance, traction power, and braking systems during operations.

##### 2. Pre-Departure Checks & Train Preparation

Conduct full locomotive and train inspections before departure:

Brake tests (simple/automatic)

Coupling integrity

Wagon condition and safety checks

Documentation and load verification

Confirm train consist (axle load, wagon types, braking percentage, hazard markings).

Inspect and verify dangerous goods compliance for RID/ADR consignments.

##### 3. Yard & Shunting Operations

Perform shunting, marshalling, wagon sorting, and train assembly.

Coordinate with ground staff, yard agents, and shunters for safe operations.

Execute precise manoeuvring in depots, terminals, intermodal yards, and sidings.

##### 4. Safety, Rules & Regulations

Comply with all safety regulations, including national rulebooks, railway operational rules, and internal safety management systems.

Operate ETCS/ERTMS, PZB/LZB, KVB or local protection systems depending on the route.

Adhere to signals, speed restrictions, track conditions, and operational instructions.

Immediately report hazards, unsafe conditions, and near misses.

##### 5. Communication & Coordination

Maintain constant communication with Train Control Centres, dispatchers, yard staff, and maintenance teams.

Follow precise radio communication protocols during movements and emergencies.



Coordinate cross-border operations with multiple infrastructure managers where applicable.

#### **6. Emergency & Incident Response**

Execute emergency braking, stop procedures, and incident management when required.

Handle situations such as technical failures, infrastructure damage, cargo security issues, or dangerous goods incidents.

Manage train evacuation (if needed) and secure the train before leaving the cabin.

#### **7. Documentation & Reporting**

Complete operational logs, incident reports, delay codes, and technical defect forms accurately.

Verify freight documentation, wagons lists, safety documents, and dangerous goods transport papers.

Support post-incident investigations as required.

#### **8. Continuous Training & Competence Management**

Participate in ongoing competency assessments, simulation training, and safety refreshers.

Maintain valid **Train Driver Licence** and **Complementary Certificate** (EU standard if applicable).

Stay updated on changes to operating rules, technology, and locomotive systems.

#### **Key Performance Indicators (KPIs)**

##### **Safety**

Zero incidents, SPADs (Signal Passed at Danger), or rule violations

Compliance with safety checks and procedures

Proper handling of dangerous goods operations

##### **Operational Performance**

On-time departures and arrivals

Fuel/energy-efficient driving performance

Reduction of operational delays

##### **Technical**

Accuracy and completeness of train inspections

Correct issue reporting and defect identification

Locomotive operations within technical guidelines

##### **Cargo & Service Quality**

Secure cargo handling

Compliance with load and wagon inspection rules

Minimization of damage or irregularities

##### **Qualifications & Experience**

###### **Required**

Valid **Train Driver Licence** (EU Directive 2007/59/EC if applicable).

Valid **Complementary Certificate** for freight operations and route knowledge.

Completed certified locomotive driver training.

Experience with diesel or electric locomotives used in freight rail operations.

Strong knowledge of freight train braking systems, load dynamics, and wagon types.

Understanding of dangerous goods transport under **RID/ADR**.

Strong situational awareness, focus, and operational discipline.

###### **Preferred**



Experience with cross-border train operations (e.g., D/A/B/LU/FR regions).  
Experience in intermodal, bulk, automotive, chemicals, or heavy haul freight.  
Familiarity with ETCS Level 2, modern traction systems, and multi-system locomotives.  
Previous yard or shunting experience.

**Core Competencies**

High safety awareness & rule compliance  
Strong attention to detail  
Technical and mechanical aptitude  
Calm, clear decision-making under pressure  
Effective radio communication  
Reliability, punctuality, and responsibility  
Ability to work independently and in structured operational environments

**Working Conditions**

Shift work including nights, weekends, and holidays  
Variable weather and track conditions  
Operation of heavy-duty locomotives in noisy/industrial areas  
Long periods in driver cab environments  
Strict adherence to fitness-for-duty, including medical, vision, and hearing requirements



## 5.2. Train Conductor / Rail Freight Conductor

### Role Purpose

The **Train Conductor / Rail Freight Conductor** is responsible for the **safe preparation, inspection, coordination, and operation of freight trains**.

This role ensures that wagons are correctly assembled, secured, documented, and compliant with regulations before departure.

The conductor supports the Train Driver during operations and plays a critical role in shunting, marshalling, cargo integrity, and communication with control centres and yard staff.

This is a **safety-critical role** essential to freight reliability, network integrity, and operational efficiency.

### Key Responsibilities

#### 1. Train Preparation & Wagon Inspection

Conduct full **wagon and brake inspections** according to railway standards.

Check:

Brake systems (continuity and function)

Couplers, buffers, draw gear

Running gear, wheelsets, brake pads

Load security, seals, lashing, tank valves

RID/ADR dangerous goods labels and documentation

Verify train consist, length, weight, and braking percentage.

Ensure compliance with national rules, ERA standards, and internal safety procedures.

#### 2. Shunting & Yard Operations

Perform **shunting, marshalling, and switching** of wagons in yards, terminals, and sidings.

Lead or assist shunting teams using radio protocols and hand signals.

Couple and uncouple wagons, operate manual switches/points, apply and release manual brakes.

Ensure safe placement and formation of block trains, intermodal sets, and mixed freight formations.

#### 3. Communication & Coordination

Maintain communication with:

Train Driver

Train Control Centre / Dispatcher

Yard Master / Terminal Operators

Rail Infrastructure Managers

Use approved radio communication protocols for movements, instructions, and emergency procedures.

Report hazards, obstructions, or irregularities immediately.

#### 4. Documentation & Compliance

Prepare and verify freight documentation, including:

Wagon lists

Dangerous goods documents (RID)

Load plans

Brake test certificates

Delay and defect reports



Ensure accuracy of electronic or paper-based reporting systems.  
Support audits and regulatory inspections when required.

### **5. Safety Duties**

Enforce and adhere to all safety rules, including:

Track protection

Safe working distances

Personal protective equipment (PPE)

Emergency procedures

Identify faulty wagons or dangerous conditions and take action (set aside wagons, secure site).

Assist in securing trains during stops (handbrakes, wheel chocks).

### **6. Support to Train Driver**

Provide departure authorization and train readiness confirmation.

Assist in route briefings and operational planning.

Support during operational incidents and degraded conditions.

Guide train movements during shunting or low-visibility operations.

### **7. Emergency & Incident Response**

React to signal overruns, track obstructions, cargo leakage, wagon defects, or infrastructure damage.

Secure the train and site following emergency protocols.

Coordinate with control centres and emergency responders when necessary.

### **8. Continuous Training & Competence Management**

Attend refresher courses on wagon inspection, RID/ADR, rules, signalling, and safety.

Maintain certification for shunting operations, brake testing, and trackside protection.

Participate in simulation and practical competency assessments.

### **Key Performance Indicators (KPIs)**

#### **Safety**

Zero recordable safety incidents

Compliance with inspection and shunting rules

Proper handling of dangerous goods

#### **Operations**

Train preparation accuracy

Yard performance and shunting efficiency

On-time departure readiness

#### **Technical**

Accuracy of wagon inspections

Correct defect reporting

Train consist accuracy

#### **Service Quality**

Integrity of cargo upon arrival

Reduction in loading/inspection errors

Smooth coordination with drivers and yard teams

### **Qualifications & Experience**

#### **Required**

Completed vocational or technical training (railway operations preferred).

Certification as **Rail Conductor / Shunting Operative / Train Preparatory Agent**.

Knowledge of rail safety rules, signalling basics, and freight operations processes.



Experience in wagon inspections, brake tests, and cargo handling.  
Ability to work in safety-critical environments under strict rules.  
Physical fitness and ability to work outdoors in various weather.

**Preferred**

Experience in **freight rail**, intermodal, bulk, automotive, or chemical logistics.  
Certification in dangerous goods handling (**RID/ADR**).  
Knowledge of ETCS, yard automation systems, and modern freight terminals.  
Experience with cross-border operations.

**Core Competencies**

Strong safety mindset  
High attention to detail  
Clear communication (radio & hand signals)  
Reliability and accountability  
Physical stamina and situational awareness  
Ability to work independently and as part of a team  
Mechanical/technical understanding of rail equipment

**Working Conditions**

Shift work including nights, weekends, and public holidays  
Outdoor work in varied weather and industrial environments  
Physical tasks: climbing, walking on ballast, coupling wagons  
Strict adherence to medical, vision, and hearing standards  
Safety-critical role with regulated working hours

**Optional Add-Ons I Can Provide**

If you'd like, I can also prepare:



## 5.3. Shunter / Switcher (Rail Freight)

### Role Purpose

The **Shunter / Switcher** is responsible for the safe and efficient **movement, sorting, coupling, and assembling** of rail freight wagons in yards, sidings, terminals, and industrial sites.

This safety-critical role ensures that freight trains are correctly prepared, positioned, and secured for departure while strictly following all operational rules, procedures, and communication protocols.

### Key Responsibilities

#### 1. Shunting & Wagon Movement

Move, position, and secure wagons using locomotives, remote control units, or manual procedures.

Build and break down freight trains according to work orders and cargo requirements. Execute switching, marshalling, and sorting activities in yards and industrial sidings. Ensure safe speeds, track clearance, and correct alignment during all shunting movements.

#### 2. Coupling & Uncoupling

Safely couple and uncouple wagons, including:

Mechanical couplers

Brake hoses

Electrical train lines (where applicable)

Inspect couplers, buffers, and draw gear for defects.

Apply and release handbrakes as required.

#### 3. Train Preparation Support

Assist in preparing trains for departure, including brake tests, consist verification, and wagon positioning.

Support Train Conductors and Locomotive Engineers in train readiness tasks.

Check wagon ID, axle count, and load placement accuracy.

#### 4. Safety & Compliance

Follow all safety rules, including track protection, PPE, safe distances, and yard protocols.

Identify hazards, unsafe conditions, or damaged wagons and take action to prevent accidents.

Comply with national railway standards, internal rail safety rules, and RID/ADR requirements (if hazardous materials are handled).

Protect work zones by placing derails, flags, and track protection devices when required.

#### 5. Communication & Coordination

Use approved radio communication protocols to coordinate with:

Locomotive engineers/train drivers

Yard supervisors and dispatchers

Terminal operators

Control centres and infrastructure managers

Provide clear instructions for movements, confirmation signals, and emergency stops.

Communicate any irregularities immediately.

#### 6. Yard & Terminal Operations



Operate switches/points manually or electronically.  
Ensure correct track settings before movements.  
Assist with loading/unloading operations in intermodal terminals (if applicable).  
Maintain basic yard housekeeping and ensure safe access paths.

### **7. Inspection & Reporting**

Perform quick wagon inspections for visible defects (wheels, buffers, couplers, brake hoses, safety appliances).  
Report defects or unsafe conditions to maintenance or control centres.  
Complete required documentation such as movement logs, defect reports, and wagon lists.

### **8. Emergency Response**

Respond immediately to incidents, obstructions, or hazardous conditions.  
Secure trains/wagons using handbrakes or chocks during emergencies.  
Support evacuations or emergency procedures as directed by supervisors.

### **Key Performance Indicators (KPIs)**

#### **Safety**

Zero accidents, injuries, or track safety violations  
Compliance with shunting and yard rules  
Correct use of PPE and safety protocols

#### **Operational**

Accuracy of wagon movement and train assembly  
Yard productivity and shunting cycle times  
Reduced operational delays and dwell times

#### **Technical**

Proper defect identification and reporting  
Correct positioning of wagons and trains  
Reliable and accurate switching operations

#### **Quality**

Cargo integrity and wagon handling quality  
Customer service performance (terminal/yard deadlines)

### **Qualifications & Experience**

#### **Required**

Completed vocational, technical, or operational training.  
Certification or qualification as **Shunter, Switcher, Rail Yard Operator**, or similar.  
Understanding of rail safety rules, hand signals, and radio communication procedures.  
Ability to work outdoors in physically demanding environments.  
Strong focus on safety and situational awareness.

#### **Preferred**

Experience with freight rail companies, intermodal terminals, industrial sidings, or private rail networks.  
Certification in dangerous goods handling (RID/ADR).  
Experience with RCL (Remote Control Locomotive) systems.  
Knowledge of wagon types, braking systems, and rail infrastructure layouts.

#### **Core Competencies**

High safety mindset & operational discipline  
Good communication & teamwork  
Attention to detail & situational awareness



Physical stamina and ability to work outdoors  
Quick problem-solving & hazard identification  
Mechanical/technical understanding  
Reliability and punctuality

**Working Conditions**

Shift work: nights, weekends, holidays  
Outdoor industrial environment (weather exposure)  
Heavy physical activity including climbing, walking on ballast, lifting hoses  
Strict medical, vision, and hearing standards  
Safety-critical role requiring full concentration and rule compliance



## 5.4. Yard Operator / Rail Yard Worker

### Role Purpose

The **Yard Operator / Rail Yard Worker** plays a vital role in ensuring the safe, timely, and efficient functioning of rail freight yards.

This includes performing wagon movements, assisting with shunting activities, preparing trains, setting switches/points, verifying cargo conditions, and maintaining safe working environments.

The role ensures that freight trains and wagons are positioned correctly, secured, documented, and ready for transport while complying with all operational and safety regulations.

### Key Responsibilities

#### 1. Yard Operations & Wagon Movement

Move and position rail freight wagons using manual or mechanical methods.

Assist in the assembly and disassembly of freight trains under supervision of a Shunter or Conductor.

Support switching, marshalling, and sorting of wagons based on train plans or yard instructions.

Safely guide locomotive movements using hand signals or radio communications.

#### 2. Switches / Points Operation

Operate and inspect yard switches/points manually or electronically.

Ensure track settings are correct before allowing any train or shunting movements.

Report faulty switches or infrastructure hazards immediately.

#### 3. Coupling & Uncoupling Tasks

Assist in coupling and uncoupling wagons, including:

Mechanical couplers

Brake hoses

Air lines

Apply or release hand brakes and secure wagons as required.

Use proper tools and maintain safe working distances while working around moving equipment.

#### 4. Train Preparation Support

Assist in preparing trains for departure:

Wagon positioning

Visual inspection for safety defects

Brake test support

Verification of wagon numbers and loading conditions

Support Train Conductors and Locomotive Engineers during pre-departure checks.

#### 5. Safety & Compliance

Follow all rail yard safety standards, including:

Wearing PPE

Track safety protection rules

Safe walking and working practices

Participate in safety briefings and toolbox talks.

Identify and report hazards, near misses, damaged wagons, or unsafe conditions.

Support emergency procedures as directed.

#### 6. Cargo & Wagon Inspection



Perform basic safety inspections on wagons: wheels, brakes, couplers, buffers, loading conditions.

Verify load securing, container locks, seals, and hazardous goods labels (RID).

Report irregularities to supervisors or maintenance teams.

### **7. Communication & Coordination**

Use approved radio protocols to coordinate with:

Shunters

Train Drivers

Yard Supervisors

Terminal operators

Provide clear movement instructions and warnings during yard operations.

Maintain situational awareness of all moving equipment.

### **8. Yard Facility Support**

Maintain clear and organized yard tracks and working areas.

Ensure safe access and walking routes.

Assist with minor yard duties such as placing chocks, derails, or signage.

Support intermodal or bulk terminal operations when required.

### **Key Performance Indicators (KPIs)**

#### **Safety**

Zero incidents, injuries, or rule violations

Compliance with all safety procedures

Correct use of PPE and radio protocols

#### **Operational**

Efficiency of wagon movements and yard tasks

Accuracy in positioning and recording wagon numbers

Reduction of yard delays and dwell times

#### **Technical**

Correct coupling/uncoupling processes

Reliable switch operation

Timely identification of wagon defects

#### **Quality**

Cargo integrity

Error-free train preparation support

Effective teamwork and communication

### **Qualifications & Experience**

#### **Required**

Basic or vocational training (technical/operational preferred).

Physical ability to perform manual outdoor railway work.

Ability to work safely in a fast-paced, safety-critical environment.

Understanding of hand signals, radio communication, or willingness to learn.

Ability to follow procedures precisely and communicate clearly.

#### **Preferred**

Previous experience in rail yards, freight terminals, industrial sidings, or logistics facilities.

Certified in rail safety (yard worker, shunter assistant, track safety).

Knowledge of RID/ADR dangerous goods requirements.



Experience working with containers, bulk wagons, automotive, or intermodal equipment.

**Core Competencies**

Strong safety mindset

Situational awareness

Good communication skills

Teamwork and cooperation

Physical stamina and endurance

Attention to detail

Ability to understand and follow complex procedures

Reliability and punctuality

**Working Conditions**

Outdoor work in all weather

Shift patterns: nights, weekends, holidays

Walking on ballast, climbing wagons, lifting hoses

Fast-paced industrial environment with moving equipment

Strict adherence to medical and fitness-for-duty standards



## 5.5. Train Dispatcher / Traffic Controller

### Role Purpose

The **Train Dispatcher / Traffic Controller** is responsible for the **safe, efficient, and punctual movement of trains** across a defined section of the rail network.

This safety-critical role oversees train paths, coordinates with drivers and operational staff, manages disruptions, and ensures compliance with signalling and operational procedures.

The position is central to maintaining **network fluidity, operational reliability, and real-time traffic management**.

### Key Responsibilities

#### 1. Train Movement Control

Monitor and control train traffic using signalling systems, traffic management software, and communication tools.

Set routes, signals, and track permissions according to operating rules.

Coordinate crossings, overtakes, and safe distancing between trains.

Manage block occupancy and ensure adherence to safe operating limits.

#### 2. Real-Time Traffic Management

Prioritise and sequence train movements to minimise delays.

Adjust train routing due to late running, infrastructure issues, weather, or operational constraints.

Communicate operational decisions clearly to train drivers, yard staff, and controllers.

Optimise traffic flow in high-density or complex track environments.

#### 3. Communication & Coordination

Maintain continuous communication with:

Train Drivers

Conductors / Shunters

Infrastructure Managers

Maintenance & Engineering teams

Emergency services (if required)

Adjacent control areas

Use approved radio protocols and maintain clear, concise communication.

#### 4. Safety & Compliance

Apply national railway operating rules, signalling regulations, and internal safety standards.

Immediately respond to unsafe conditions, signal failures, trespassers, obstacles, or infrastructure defects.

Execute emergency stop procedures and protect affected track sections.

Maintain strict compliance with operating procedures and legal requirements for safety-critical work.

#### 5. Incident & Emergency Management

Lead first-response coordination during:

Signal failures

Train breakdowns

Collisions or near misses

Weather-related disruptions

Track obstructions or infrastructure failures



Initiate incident protocols and notify appropriate stakeholders.

Document events and support investigations.

### **6. Timetable & Capacity Management**

Implement the working timetable and adjust dynamically as needed.

Manage train slots, track occupancy, and planned maintenance windows.

Collaborate with planning and scheduling teams on short-term and long-term capacity allocations.

### **7. Documentation & Reporting**

Record train movements, irregularities, delays, and incident logs.

Maintain electronic or paper-based traffic control documentation.

Prepare reports for operations management and regulatory bodies.

### **8. Systems & Technology Use**

Operate signalling panels, interlocking systems, or electronic control desks.

Use traffic management systems (TMS), real-time monitoring platforms, and radio systems (GSM-R/FRMCS).

Quickly learn new systems and adapt to technology upgrades.

### **Key Performance Indicators (KPIs)**

#### **Safety**

Zero safety incidents, SPAD-related errors, or rule violations

Correct application of emergency procedures

Compliance with signalling and operational rules

#### **Operational Performance**

On-time movement and punctuality of trains

Reduction of delays caused by traffic regulation

Effective management of disruptions

#### **Communication**

Clear, timely communication with train crews and control partners

Accurate logging of messages and instructions

#### **Network Efficiency**

Smooth traffic flow in assigned territory

Effective coordination of maintenance windows and train slots

### **Qualifications & Experience**

#### **Required**

Completion of railway operations or dispatcher training program.

Strong understanding of signalling principles, block systems, and train dynamics.

Ability to work in a high-pressure, safety-critical environment.

Familiarity with railway regulations and rulebooks.

Excellent multitasking, communication, and problem-solving skills.

Ability to work shifts, including nights, weekends, and holidays.

#### **Preferred**

Experience in rail traffic control, dispatching, signalling, or control centre operations.

Knowledge of GSM-R/FRMCS radio systems.

Familiarity with ETCS/ERTMS and modern traffic management systems.

Experience in freight or passenger network control.

Strong geographical knowledge of the assigned network or region.

### **Core Competencies**

High safety awareness



Strong concentration and situational awareness  
Effective decision-making under pressure  
Clear, structured communication  
Collaboration across multi-disciplinary teams  
Analytical thinking for traffic optimisation  
Resilience during high-stress operational scenarios  
Reliability and rule compliance

**Working Conditions**

Control room environment  
Shift-based work including nights, weekends, and holidays  
Constant monitoring of screens, radios, and signalling systems  
High responsibility for safety-critical decision-making  
Immediate response required to incidents and emergencies



## 5.6. Train Planner / Train Scheduler

### Role Purpose

The **Train Planner / Train Scheduler** is responsible for creating, maintaining, and optimising train timetables for safe, efficient, and reliable operations.

This includes designing train paths, allocating network capacity, reconciling infrastructure constraints, coordinating with operators, and ensuring all planned movements comply with operational, regulatory, and performance requirements.

The role ensures that the timetable supports **punctuality, capacity efficiency, freight/passenger commitments, and network stability**.

### Key Responsibilities

#### 1. Timetable & Schedule Development

Develop detailed daily, weekly, and periodic train plans.

Create and maintain the **Working Timetable (WTT)** or Freight Service Plan.

Adjust schedules based on traction type, route restrictions, speed profiles, gradients, and performance allowances.

Plan additional or special services: freight extras, maintenance trains, diversions, or charters.

#### 2. Capacity Management & Train Path Allocation

Allocate train paths based on infrastructure availability, timetable rules, and operating priorities.

Ensure compatibility with:

Track capacity

Signalling systems

Station/platform availability

Maintenance blocks

Resolve conflicting path requests and propose alternatives.

#### 3. Engineering Work Integration

Incorporate planned engineering works, possessions, and speed restrictions into the timetable.

Produce amended schedules during:

Line closures

Blockades

Temporary speed restrictions

Infrastructure upgrades

Ensure all safety and operational constraints are met.

#### 4. Freight & Passenger Planning (as applicable)

Plan freight services including block trains, intermodal flows, bulk trains, and short-notice freight requests.

Coordinate with passenger operators to ensure service reliability and minimise conflicts.

Support commercial teams by assessing feasibility of new freight slots or timetable changes.

#### 5. Systems & Digital Tools

Use train planning systems, timetabling software, and capacity modelling tools.

Maintain accurate data for:

Train IDs



Routing codes

Traction performance

Pathing allowances

Support integration with TMS, dispatching tools, and control centre systems.

### **6. Performance & Reliability Analysis**

Evaluate timetable performance through delay data, conflict analysis, and throughput metrics.

Identify timetable weaknesses and propose improvements.

Conduct scenario testing to improve resiliency during disruptions.

### **7. Stakeholder Coordination**

Collaborate with:

Train Operators (freight/passenger)

Infrastructure Managers

Maintenance & Engineering

Dispatch/Control Centres

Terminal and yard planners

Provide clear communication of timetable changes, conflicts, and operational impacts.

### **8. Documentation & Publication**

Produce and publish:

Working Timetable (WTT)

Daily operating plan

Short-term amendments (STP)

Train diagrams/rosters

Update internal systems and ensure timetable data accuracy across operational platforms.

### **Key Performance Indicators (KPIs)**

#### **Operational**

Timetable feasibility, accuracy, and stability

Reduction of path conflicts / schedule contradictions

Increase in on-time performance attributable to planning

Effective use of infrastructure capacity

#### **Efficiency**

Capacity utilisation rate

Improvement in freight throughput or passenger headways

Reduced need for ad-hoc schedule changes

#### **Quality**

Accuracy of published schedules

Stakeholder satisfaction (operators, infrastructure managers)

Compliance with timetable development deadlines

### **Qualifications & Experience**

#### **Required**

Education in **Transport Planning, Rail Operations, Engineering, Logistics, or similar.**

Experience in train planning, rail scheduling, traffic control, or capacity management.

Understanding of:

Train performance and braking curves

Signalling and block systems

Track layouts and route capabilities



Freight and/or passenger operational requirements  
Strong analytical, numerical, and problem-solving skills.  
Ability to work with planning software and digital tools.

**Preferred**

Experience with European railway planning frameworks, e.g. RNE, TTR, TAF/TAP TSI.  
Familiarity with ETCS/ERTMS performance parameters.  
Experience working with freight operators, terminals, or intermodal planning.  
Strong knowledge of national infrastructure rules (e.g., DB Netz, CFL, SNCF Réseau, Infrabel).

**Core Competencies**

Analytical and systems thinking  
High attention to detail  
Ability to manage complexity  
Strong communication and collaboration  
Decision-making under time pressure  
Ability to interpret infrastructure / signalling / timetable data  
Reliability and organisational discipline

**Working Conditions**

Office or control-centre environment  
Periodic peaks in workload (planning cycles)  
Potential shift work depending on company setup  
Close interaction with multiple rail industry stakeholders  
May require short-notice amendments during disruptions



## 5.7. Route Controller / Network Controller

### Role Purpose

The **Route Controller / Network Controller** ensures the **safe, efficient, and punctual movement of trains** across assigned rail corridors.

This role manages train routing, regulates traffic flows, resolves path conflicts, and coordinates real-time decisions with stakeholders including train drivers, dispatchers, yard teams, and infrastructure managers.

The position is **safety-critical**, requiring excellent situational awareness, communication skills, and adherence to operational rules and signalling regulations.

### Key Responsibilities

#### 1. Train Route Setting & Real-Time Regulation

Monitor and direct train movements across multiple track sections using signalling and traffic management systems.

Set routes, manage points/switches, and authorize train movements in accordance with safety rules.

Regulate train order, spacing, and priorities during normal operations and disruptions.

Maintain safe block occupancy and ensure compliance with rules for track sections, signals, and interlockings.

#### 2. Network Traffic Flow Management

Control traffic to minimise congestion, delays, and conflicts between freight and passenger services.

Balance competing priorities across the network (e.g., heavy freight vs. passenger peak services).

Implement recovery actions during delays: re-routing, resequencing, or holding trains as needed.

Coordinate with Dispatchers, Yard Controllers, and Train Planners to match plans with real-time conditions.

#### 3. Incident & Emergency Management

React immediately to critical events including:

Signal failures

Infrastructure defects

Train breakdowns

Trespass or level crossing incidents

Weather-related disruptions

Implement safety protocols to protect trains, staff, and infrastructure.

Coordinate with emergency services and infrastructure maintenance teams.

Document incidents and provide clear operational updates.

#### 4. Communication & Coordination

Maintain constant communication with:

Train Drivers

Dispatchers

Adjacent control centres

Infrastructure managers

Engineering & maintenance teams

Terminal & yard personnel (freight networks)



Use formalised radio protocols (e.g., GSM-R/FRMCS) and clear, concise communication.

### **5. Capacity & Route Availability Management**

Monitor track availability, maintenance windows, work zones, and blockades.

Ensure compliance with speed restrictions, temporary route limitations, and operational constraints.

Communicate route availability updates to operators and planners.

Reactively adjust the timetable to reflect real-world constraints.

### **6. Systems Operation**

Operate signalling panels, remote control systems, traffic management systems (TMS), routing tools, and digital displays.

Monitor alarms, track circuits, train identification systems, and infrastructure sensors.

Quickly adapt to new systems, processes, and digital upgrades (ETCS/ERTMS levels).

### **7. Documentation & Reporting**

Maintain accurate records of:

Train movements

Delays and operational deviations

Incident logs

Safety breaches and escalations

Provide daily reports to operations management and regulatory bodies as required.

### **Key Performance Indicators (KPIs)**

#### **Safety**

Zero route-setting errors or rule violations

Proper execution of emergency procedures

Compliance with signalling and operational standards

#### **Operational Performance**

On-time punctuality improvements

Reduction in network delays and knock-on effects

Efficient capacity utilisation of the network

#### **Communication**

Clear and timely communication with operational staff

Accuracy of recorded information and logs

#### **Incident Handling**

Response speed and effectiveness during disruptions

Quality of coordination and recovery actions

### **Qualifications & Experience**

#### **Required**

Completed training in **rail operations, signalling, traffic control, or transportation.**

Strong knowledge of signalling principles, interlocking systems, and railway operating rules.

Ability to interpret complex infrastructure diagrams and live train data.

Excellent communication skills and ability to manage multiple tasks simultaneously.

Ability to work in a fast-paced, safety-critical environment.

Willingness to work shift patterns (including nights, weekends, holidays).

#### **Preferred**

Experience in a rail control centre or traffic management environment.

Familiarity with ETCS/ERTMS signalling, TMS platforms, GSM-R/FRMCS radio.



Experience in freight corridor control, cross-border traffic, or mixed-traffic networks.  
Technical background in operations, logistics, signalling, or transportation engineering.

**Core Competencies**

High safety awareness and rule discipline  
Strong situational awareness  
Calm, clear decision-making under pressure  
Excellent communication and coordination  
Ability to manage complex, dynamic situations  
Analytical thinking and problem-solving  
Reliability, consistency, and attention to detail

**Working Conditions**

Control room environment with multiple screens and communication systems  
Shift-based work including nights, weekends, holidays  
High concentration required for extended periods  
Immediate response required to operational issues  
Collaborative decision-making with multiple stakeholders



## 5.8. Route Controller / Network Controller

### Role Purpose

The **Route Controller / Network Controller** ensures the **safe, efficient, and punctual movement of trains** across a defined section of the rail network.

This role manages **real-time train routing**, regulates traffic flows, resolves conflicts, manages disruptions, and enforces safety regulations.

It is a **safety-critical control-centre role**, requiring exceptional situational awareness, communication skills, and strict adherence to railway operating rules.

### Key Responsibilities

#### 1. Real-Time Train Regulation & Routing

Monitor and control train movements using signalling panels and Traffic Management Systems (TMS).

Set routes, points/switches, signals, and track authorities according to operating rules. Maintain safe train separation and ensure all movements comply with signalling regulations.

Manage priorities between freight and passenger services to reduce delays.

#### 2. Network Traffic Flow Management

Optimise traffic flow to minimise congestion and improve punctuality.

Identify and resolve conflicts between train paths in real time.

Adjust routing and sequencing during disruptions, late running, or changing conditions.

Coordinate with dispatchers, planners, and yards for smooth operational flow.

#### 3. Incident & Emergency Response

Respond immediately to:

Signal failures

Track obstructions

Train breakdowns

Weather events

Trespass or level crossing incidents

Implement emergency procedures, secure affected tracks, and inform stakeholders.

Coordinate with maintenance teams and emergency responders.

Document events and actions accurately.

#### 4. Communication & Coordination

Communicate continuously with:

Train drivers

Train dispatchers

Yard controllers

Engineering teams

Adjacent control areas

Infrastructure managers

Use approved radio protocols (e.g., GSM-R/FRMCS) and ensure message clarity.

#### 5. Capacity & Route Availability Monitoring

Monitor track availability, maintenance windows, and temporary restrictions.

Adjust routes dynamically to maintain safe and reliable operations.

Coordinate possession plans and inform operators of route limitations.

Ensure compliance with speed restrictions and infrastructure rules.

#### 6. Systems Operation



Operate:

Signalling and interlocking systems

Traffic Management Systems (TMS)

Control-centre communication tools

Train tracking and monitoring software

Identify system alarms or unusual conditions and take corrective action.

## **7. Documentation & Reporting**

Maintain accurate records of train movements, delays, incidents, and operational deviations.

Prepare reports for operations management, safety teams, and regulatory audits.

Ensure full compliance with internal and legal documentation standards.

### **Key Performance Indicators (KPIs)**

#### **Safety**

Zero safety rule violations or signalling errors

Effective execution of emergency procedures

#### **Operational Efficiency**

Train punctuality within the controlled area

Reduction of network delays and congestion

Fast resolution of conflicts and disruptions

#### **Communication**

Accuracy and clarity of communication with operational staff

Proper logging of instructions and events

#### **Incident Handling**

Response speed and effectiveness

Quality of coordination and recovery actions

### **Qualifications & Experience**

#### **Required**

Completed training in **railway operations, signalling, traffic control, or transport management.**

Understanding of signalling systems, block principles, and interlocking safety.

Ability to interpret route diagrams, track layouts, and real-time train data.

Strong decision-making and multitasking abilities in high-pressure situations.

Ability to work 24/7 shift patterns (including nights and holidays).

#### **Preferred**

Experience in a rail control centre or traffic management office.

Familiarity with ETCS/ERTMS systems and modern TMS platforms.

Background in freight or passenger operations, dispatching, or planning.

Strong geographical knowledge of the assigned rail corridor.

### **Core Competencies**

High safety awareness

Situational awareness & focus

Clear and calm communication

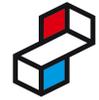
Rapid decision-making under pressure

Analytical and systemic thinking

Reliability & discipline

Effective teamwork across multiple functions

### **Working Conditions**



Control-centre environment with multiple screens and continuous monitoring  
High responsibility for safety-critical operations  
Shift-based: nights, weekends, public holidays  
Fast-paced decision-making and real-time coordination  
Collaboration with dispatchers, drivers, planners, and emergency responders



## 5.9. Traction Controller (Rail Freight)

### Role Purpose

The **Traction Controller (Rail Freight)** is responsible for the **real-time allocation, monitoring, and management of locomotives and train crews** to ensure safe, punctual, and efficient freight train operations.

This role coordinates traction resources (locomotives, drivers, shunting crews) across the network, resolves operational conflicts, and ensures compliance with maintenance, safety, and regulatory requirements.

The position is **mission-critical** for delivering reliable freight operations, managing disruptions, and supporting both planning and network control functions.

### Key Responsibilities

#### 1. Real-Time Locomotive Allocation & Management

Allocate locomotives (electric, diesel, multi-system) to freight services based on the operational plan.

Monitor locomotive availability, technical status, and depot locations.

React to real-time changes in the network (delays, failures, infrastructure issues).

Ensure optimal locomotive utilisation to maximise productivity and reduce idle time.

#### 2. Crew Coordination (Drivers & Shunters)

Align locomotive assignments with crew competencies, route knowledge, and working time rules.

Coordinate with Crew Control / Driver Allocation to ensure compliant crew coverage.

Ensure crews are properly assigned for cross-border freight operations (where applicable).

#### 3. Disruption Management

Respond to network disruptions, locomotive failures, and operational delays.

Reassign locomotives and crews rapidly to maintain service continuity.

Coordinate with Network Controllers, Train Dispatchers, and Yard Control for operational recovery.

Arrange rescue locomotives or replacement traction when required.

#### 4. Traction Resource Monitoring

Track locomotive positions in real time using GPS, TMS, and fleet management systems.

Monitor fuel levels, battery/energy status, and operational performance metrics.

Ensure locomotives reach maintenance depots on time for inspections, servicing, and repairs.

#### 5. Communication & Coordination

Communicate continuously with:

Train drivers

Shunters and conductors

Network controllers/route controllers

Freight planners

Depot teams and maintenance control

Issue clear, accurate instructions using approved radio and communication protocols.

#### 6. Compliance & Safety Management

Ensure that locomotive type, braking capability, and traction limits match planned train loads.

Verify compliance with:



Route restrictions  
Electrification limits  
Locomotive performance requirements  
Safety regulations (RID, national rules, EU safety directives)  
Prevent traction assignment errors that would affect train safety or performance.

### **7. Documentation & Reporting**

Maintain accurate records of locomotive usage, faults, and operational changes.  
Report fleet issues to maintenance and asset management teams.  
Support incident investigations by providing resource allocation logs and movement data.

### **8. Support to Planning & Asset Management**

Provide feedback on traction performance and availability for future scheduling cycles.  
Work with planners to refine locomotive diagrams and improve asset utilisation.  
Support fleet strategy by identifying bottlenecks or traction shortages.

### **Key Performance Indicators (KPIs)**

#### **Operational**

Locomotive utilisation rate  
Train punctuality supported by traction availability  
Reduction in traction-related delays  
Crew coverage efficiency

#### **Fleet & Resource Management**

On-time entry into maintenance  
Accurate locomotive placement  
Reduction in empty locomotive movements

#### **Disruption Response**

Response time to traction failures  
Effectiveness of recovery plans  
Reduction in ad-hoc locomotive swaps

#### **Safety & Compliance**

Zero allocation-related safety incidents  
Compliance with route traction restrictions  
Adherence to crew working time rules

#### **Qualifications & Experience**

##### **Required**

Experience in **rail operations**, traction management, or control centre work.  
Strong understanding of locomotive types, braking performance, and operational capabilities.  
Knowledge of freight train operations, traction diagrams, and working timetable concepts.  
Ability to work in a high-pressure, multi-tasking control environment.  
Strong communication skills and ability to follow structured communication protocols.  
Willingness to work shifts (nights, weekends, holidays).

##### **Preferred**

Experience with freight operators (e.g., CFL Cargo, DB Cargo, Lineas, SNCF Fret).  
Knowledge of ETCS/ERTMS and cross-border traction requirements.  
Familiarity with depot operations, rolling stock maintenance, and railway fleet systems.



Understanding of crew management, route competency rules, and traction compatibility.

**Core Competencies**

- High situational awareness
- Strong operational decision-making
- Excellent communication & coordination
- Ability to prioritise under time pressure
- Analytical thinking (fleet optimisation)
- Attention to detail
- Reliability and operational discipline

**Working Conditions**

- Control centre environment
- Shift-based work with nights, weekends, and public holidays
- High responsibility for safety-critical decisions
- Fast-paced, dynamic operational environment
- Tight deadlines during disruptions and freight peaks



## 5.10. Train Guard

### Role Purpose

The **Train Guard** is responsible for ensuring the **safe, punctual, and customer-focused operation** of passenger train services.

They oversee train departure and arrival procedures, passenger safety, emergency management, communication with the driver and control centre, and overall customer service delivery.

This is a **safety-critical on-board role** that combines operational responsibilities with customer interaction.

### Key Responsibilities

#### 1. Safety & Operational Duties

Conduct train safety checks before departure, including door systems, emergency equipment, and communication systems.

Ensure safe departure and dispatch procedures in accordance with operating rules.

Monitor the train throughout the journey to ensure passenger and crew safety.

Operate train doors where required by local rules (dispatch/door control responsibilities vary by country).

Maintain situational awareness of trackside signals, platform conditions, and train integrity.

#### 2. Communication & Coordination

Maintain constant communication with the Train Driver and Control/Signalling Centre.

Relay operational messages, speed restrictions, or route information as needed.

Report any incidents, hazards, or safety concerns promptly.

Coordinate with station staff during boarding, alighting, or service disruptions.

#### 3. Passenger Assistance & Customer Service

Provide information to passengers regarding stops, delays, onboard safety, and service updates.

Assist passengers with mobility needs, luggage, and accessibility requirements.

Manage crowding, seating issues, and customer complaints with professionalism.

Ensure a calm, safe environment during busy periods or disruptions.

#### 4. Ticket & Revenue Protection (where applicable)

Check, validate, or sell tickets according to company policy.

Verify passenger entitlements and handle revenue irregularities.

Provide guidance on fares, connections, and ticketing rules.

#### 5. Emergency & Incident Management

Act as the **on-board point of authority** during incidents.

Manage emergencies including:

Passenger illness or injury

Fire or smoke incidents

Security concerns

Obstructions or derailments

Lead train evacuation procedures if required.

Support investigations by providing detailed incident reports.

#### 6. Customer Experience & Service Quality

Promote a positive travel experience through friendly and professional interaction.

Support brand standards and service policies of the operating company.



Handle difficult passengers with calm and assertive communication.  
Monitor onboard cleanliness and coordinate cleaning requests at key stations.

### **7. Documentation & Reporting**

Complete journey logs, defect reports, incident reports, and passenger counts.  
Report technical issues to maintenance teams and control centres.  
Document delays or operational irregularities accurately.

### **Key Performance Indicators (KPIs)**

#### **Safety**

Zero safety breaches or departure rule violations  
Compliance with dispatch procedures  
Proper execution of emergency protocols

#### **Customer Service**

Passenger satisfaction scores  
Quality of announcements and communication  
Reduction in complaints related to on-board service

#### **Operational Performance**

On-time departures and arrivals  
Accuracy of reporting and documentation  
Effective response to incidents and disruptions

#### **Revenue (where applicable)**

Ticket validation accuracy  
Reduction in fare evasion

#### **Qualifications & Experience**

##### **Required**

Completed training as **Train Guard / Train Manager / On-board Crew Member**.  
Strong understanding of railway operating rules and safety procedures.  
Experience in customer-facing roles.  
Ability to work in a safety-critical environment.  
Strong communication and conflict-resolution skills.  
Willingness to work shifts, weekends, nights, and holidays.

##### **Preferred**

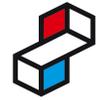
First aid certification.  
Experience in rail, transportation, or public service environment.  
Ability to speak multiple languages (especially in cross-border regions).  
Knowledge of modern customer service standards and digital ticketing systems.

##### **Core Competencies**

High safety awareness  
Professional communication  
Customer service mindset  
Calm decision-making under pressure  
Problem-solving & conflict management  
Reliability and punctuality  
Ability to work independently and in teams

##### **Working Conditions**

On-board environment with constant passenger interaction  
Standing or walking for extended periods  
Shift work: early mornings, nights, weekends, holidays



Exposure to unpredictable situations (crowding, delays, weather)  
High responsibility for safety-critical decisions



## 5.11. Wagon Examiner / Brake Test Operator

### Role Purpose

The **Wagon Examiner / Brake Test Operator** is responsible for performing **safety-critical inspections** on freight wagons and trains, ensuring vehicles are technically safe, compliant, and ready for service.

The role includes wagon examination, brake testing, defect identification, and confirmation that trains meet all **technical, mechanical, and operational safety standards** before departure.

This position is essential for ensuring **safe, reliable, and compliant rail freight movement** across the network.

### Key Responsibilities

#### 1. Wagon Inspection & Technical Examination

Perform detailed inspections of freight wagons including:

Wheels, axles, bearings, bogies, brake rigging

Couplers, draw gear, buffers

Load security, container locks, lashing points

Underframe components, springs, and structural integrity

Brake blocks/pads and brake cylinder condition

Safety appliances (handrails, ladders, steps, markings)

Tank wagon equipment, valves, sealing, and manlids (if applicable)

Identify defects according to:

#### **GCU/AVV international wagon standards**

National railway safety rules

Operator maintenance standards

RID rules for dangerous goods (if applicable)

#### 2. Brake Testing (Simple / Automatic Test)

Conduct **brake continuity tests** and functional tests on complete train formations.

Verify correct brake settings (empty/loaded, G/P/R modes).

Confirm braking percentage and train's braking profile meet requirements.

Communicate brake test results to Train Driver and Train Controller.

Record brake test results in required documentation.

#### 3. Train Preparation & Safety Certification

Verify train consist (wagon numbers, load type, brake weight, axle count).

Check train documents: wagon lists, load plans, dangerous goods documents.

Confirm train integrity after assembly or shunting operations.

Issue **departure readiness confirmation** (where company rules apply).

Ensure proper placement of damaged / isolated wagons.

#### 4. Defect Handling & Maintenance Coordination

Identify wagon defects and determine if wagons can continue, require repair, or must be set aside.

Apply wagon isolation tags or service restrictions where needed.

Communicate defects to maintenance teams or mobile repair units.

Support emergency on-track inspections after incidents (hotbox, brake faults, uncoupling).

#### 5. Safety & Compliance

Work in strict compliance with track safety rules (track protection, PPE, safe distances).



Ensure compliance with:

**GCU Appendix 9 (wagon inspection responsibilities)**

**RID** for dangerous goods

**National and EU railway safety standards**

Immediately report safety hazards or irregularities.

Support accident and incident investigations with technical findings.

**6. Documentation & Reporting**

Complete inspection forms, defect reports, and brake test logs.

Update digital systems (tablet/terminal) for wagon data.

Maintain accurate records for audits and safety authorities.

Document train readiness and technical exceptions.

**7. Communication & Coordination**

Communicate with:

Shunters / Yard Operators

Train Drivers

Train Controllers / Dispatchers

Maintenance crews

Terminal staff

Use approved radio protocols and clear, unambiguous communication.

**8. Continuous Learning & Technical Competence**

Participate in periodic certification, re-exams, and technical training.

Stay updated on changes in GCU, wagon standards, and rolling stock technology.

Maintain certification for brake testing and dangerous goods inspections.

**Key Performance Indicators (KPIs)**

**Safety**

Zero inspection-related safety incidents

Accuracy of brake tests

Correct identification of wagon defects

**Technical Quality**

Defect detection rate

Reduction in in-service failures

Compliance with GCU/AVV & RID requirements

**Operational**

On-time completion of wagon exams and brake tests

Reduced delays due to technical preparation

Effectiveness of communication with drivers and yard

**Documentation**

Accuracy of wagon lists and brake test records

Completeness of digital and written reports

**Qualifications & Experience**

**Required**

Technical or mechanical vocational training (rail, mechanical, industrial, or automotive fields).

Certification as **Wagon Examiner** and/or **Brake Test Operator** (company or national standard).

Strong mechanical understanding of freight wagons and braking systems.

Ability to work independently in a safety-critical role.



Physical fitness for outdoor, manual work (climbing wagons, lifting brake hoses).  
Ability to work shifts, nights, weekends, and in all weather conditions.

**Preferred**

Experience with GCU-managed wagons (international freight).  
Knowledge of RID for dangerous goods transportation.  
Experience in a rail freight yard or maintenance depot.  
Familiarity with intermodal, bulk, automotive, or tank wagon equipment.  
Multi-lingual capability for cross-border operations.

**Core Competencies**

High safety awareness & rule compliance  
Mechanical/technical aptitude  
Accuracy and attention to detail  
Clear communication  
Ability to work independently  
Problem-solving and defect assessment  
Physical stamina & outdoor resilience  
Responsible and structured work ethic

**Working Conditions**

Outdoor rail yard environment (all weather)  
Shift work including nights, weekends, and holidays  
Physical tasks: climbing, walking on ballast, lifting hoses  
Safety-critical work requiring concentration and alertness  
Exposure to noisy industrial environments



## 5.12. Train Preparation Technician

### Role Purpose

The **Train Preparation Technician** is responsible for preparing freight trains and wagons for safe, compliant, and efficient operation.

This includes **wagon inspection, technical checks, brake testing, train assembly support, documentation, and safety verification** before the train is released to the driver.

The role ensures that rolling stock is **technically sound**, correctly configured, and compliant with national and EU railway safety standards.

### Key Responsibilities

#### 1. Train Preparation & Technical Checks

Carry out detailed **pre-departure checks** on wagons and complete train formations.

Verify:

Wagon condition (structural, mechanical, safety features)

Brake settings (G/P/R/Empty/Loaded)

Wagon load security, container locks, lashings

Presence and condition of safety labels and markings

Ensure train integrity and complete technical readiness for dispatch.

#### 2. Brake Testing (Simple & Automatic Tests)

Perform brake continuity and functional brake tests.

Check correct operation of:

Brake hoses

Brake cylinders

Brake rigging

Air pressure systems

Record brake test results and communicate them to the Train Driver and Control Centre.

#### 3. Wagon Inspection

Conduct visual and mechanical inspections of:

Wheels, axles, suspension, bogies

Buffers, draw gear, couplers

Brake blocks, pads, rigging

Underframe components and safety appliances

Identify defects in accordance with **GCU/AVV standards**, national rules, and company procedures.

Tag and isolate defective wagons when necessary.

#### 4. Train Assembly & Yard Support

Support shunters and yard operators during train build-up.

Confirm correct wagon order, train consist, and axle counts.

Assist with coupling, brake pipe connection, and securing wagons.

Verify correctness of load composition for intermodal, bulk, automotive, or tank wagons.

#### 5. Documentation & Reporting

Complete digital or paper-based:

Brake test forms

Wagon inspection records



Defect reports

Train consist documentation

Update operational systems with train readiness information.

Provide technical reports during audits or incident investigations.

### **6. Dangerous Goods Compliance (RID)**

Check RID placards, markings, seals, and documentation for dangerous goods.

Verify tank wagons for leak-tightness and safety equipment condition.

Escalate any non-compliance immediately.

### **7. Safety & Operational Compliance**

Follow strict railway safety rules:

Track protection

PPE

Safe movement around rolling stock

Participate in safety briefings and toolbox meetings.

Report hazards, near misses, and unsafe conditions.

### **8. Coordination & Communication**

Communicate with:

Yard supervisors

Shunters and Switchers

Train Drivers

Rolling Stock Maintenance

Control Centres

Use clear and formal radio protocols during coordination.

### **Key Performance Indicators (KPIs)**

#### **Safety**

Zero inspection or brake test errors

Compliance with GCU/AVV & RID standards

Zero safety incidents

#### **Technical Quality**

Detection of defects before departure

Reduction of in-service wagon failures

Accuracy of documentation

#### **Operational Efficiency**

On-time train readiness

Effective coordination with shunting and operations teams

Reduction of delays caused by train preparation

#### **Compliance & Reporting**

Correct completion of brake test logs

Accurate recording of wagon conditions

High-quality contribution to incident investigations

#### **Qualifications & Experience**

##### **Required**

Technical or mechanical vocational training (rail, automotive, industrial, or mechanical).

Certification as **Train Preparation Technician, Brake Test Operator, or Wagon Examiner** (depending on operator).

Mechanical knowledge of freight wagons and braking systems.



Ability to work in outdoor, safety-critical environments.  
Physically fit (climbing wagons, walking on ballast, lifting hoses).  
Willingness to work shifts, nights, weekends, and holidays.

**Preferred**

Experience in freight rail yards or rolling stock maintenance.  
Knowledge of **GCU/AVV wagon rules**, **RID** (dangerous goods), and EU railway safety standards.

Experience with intermodal, bulk, tank, or automotive wagons.  
Multi-language ability for cross-border operations.

**Core Competencies**

Strong safety mindset  
Mechanical aptitude and technical understanding  
Attention to detail  
Clear communication  
Problem-solving abilities  
Reliability and independence  
Teamwork with yard, driver, and control staff

**Working Conditions**

Rail yard environment, outdoors in all weather  
Shift work including nights and weekends  
Physical activities: climbing, lifting, walking  
Working near moving rolling stock (safety-critical)  
High concentration required for mechanical inspection tasks



# Terminal & Intermodal Operations

## 5.12. Terminal Operations Manager – Rail Freight

### Position Overview

The Terminal Operations Manager oversees the daily operational performance of a rail freight terminal, ensuring safe, efficient, and cost-effective handling of trains, wagons, cargo, and terminal resources. This role leads operational teams, coordinates with rail operators and customers, and drives continuous improvement to maximize terminal throughput and service quality.

### Key Responsibilities

#### Operational Leadership

Manage all day-to-day terminal operations, including train arrivals/departures, shunting, loading/unloading, and yard management.

Ensure compliance with rail safety standards, operational procedures, and regulatory requirements.

Optimize terminal capacity, wagon flows, and resource allocation to meet service schedules.

Oversee planning and execution of train formation, wagon inspection, and cargo handling activities.

#### People Management

Lead, coach, and develop operational teams (yard staff, shunters, crane operators, supervisors).

Manage staffing levels, shift planning, and workforce performance.

Foster a culture of safety, accountability, and continuous improvement.

#### Safety & Compliance

Enforce strict adherence to safety protocols, including rail safety, hazardous materials handling, and equipment operation.

Conduct regular safety audits, incident investigations, and corrective action plans.

Ensure compliance with national rail regulations and internal quality standards.

#### Customer & Stakeholder Coordination

Act as the primary operational contact for rail operators, freight forwarders, trucking partners, and customers.

Resolve operational issues, delays, and service disruptions with clear communication.



Support customer service teams with accurate operational data and performance updates.

### **Performance & Continuous Improvement**

Monitor KPIs such as terminal throughput, dwell time, on-time performance, and equipment utilization.

Implement process improvements to increase efficiency and reduce operational costs.

Lead or support digitalization initiatives (TOS systems, yard automation, tracking tools).

### **Asset & Equipment Management**

Oversee maintenance and availability of terminal equipment (reach stackers, cranes, shunting locomotives, forklifts).

Coordinate with maintenance teams to minimize downtime and ensure safe operation.

Manage inventory of operational supplies and tools.

### **Required Qualifications**

#### **Education & Experience**

Bachelor's degree in Logistics, Transportation, Supply Chain, Engineering, or equivalent experience.

5+ years of experience in rail freight, intermodal operations, or terminal/yard management.

Proven leadership experience in a high-intensity operational environment.

#### **Technical Skills**

Strong understanding of rail operations, wagon types, shunting procedures, and terminal workflows.

Experience with Terminal Operating Systems (TOS), planning tools, and operational reporting.

Knowledge of safety regulations (rail safety, ADR/RID, equipment operation standards).

#### **Soft Skills**

Excellent leadership and communication abilities.

Strong problem-solving skills and ability to make decisions under pressure.

Customer-oriented mindset with a focus on service reliability.

Ability to manage multiple priorities in a fast-paced environment.

#### **Preferred Qualifications**

Experience in intermodal terminals (rail–road–container operations).



Certification in safety management or rail operations.

Lean, Six Sigma, or continuous improvement training.

Multilingual abilities (depending on region).

**What Success Looks Like**

High on-time performance for train arrivals and departures.

Safe operations with zero major incidents.

Efficient yard utilization and reduced dwell times.

Strong team engagement and low turnover.

Positive customer feedback and improved service reliability.



## 5.13. Terminal Supervisor – Rail Freight

### Position Overview

The Terminal Supervisor supports the Terminal Operations Manager by overseeing day-to-day activities within the rail freight terminal. This role ensures safe, efficient, and timely execution of terminal operations, including train handling, cargo movements, equipment coordination, and workforce supervision. The Terminal Supervisor acts as the on-shift leader, ensuring operational continuity and high service quality.

### Key Responsibilities

#### Operational Execution

Supervise daily terminal operations, including train arrivals/departures, shunting, loading/unloading, and yard activities.

Coordinate wagon placement, track assignments, and cargo handling tasks according to operational plans.

Monitor workflow to ensure adherence to schedules and minimize delays.

Ensure accurate documentation of train movements, cargo status, and operational events.

#### Team Leadership

Lead and direct shift personnel such as yard workers, crane operators, shunters, and equipment drivers.

Conduct shift briefings, assign tasks, and monitor performance throughout the shift.

Provide on-the-job coaching and support to maintain high operational standards.

Manage attendance, shift rotations, and workforce allocation.

#### Safety & Compliance

Enforce all safety procedures, including rail safety, equipment operation, and hazardous materials handling.

Conduct routine safety checks and ensure proper use of PPE and equipment.

Report and support investigations of incidents, near misses, and unsafe conditions.

Ensure compliance with regulatory requirements and company policies.

#### Operational Coordination

Communicate with train operators, dispatchers, trucking partners, and internal planning teams to ensure smooth operations.

Respond to operational disruptions and implement corrective actions to maintain service continuity.



Provide real-time updates to management and customer service teams.

### **Equipment & Asset Oversight**

Monitor the condition and availability of terminal equipment (reach stackers, cranes, forklifts, shunting locomotives).

Report equipment faults and coordinate with maintenance teams for timely repairs.

Ensure proper use and care of tools and operational assets.

### **Reporting & Documentation**

Maintain accurate shift logs, incident reports, and operational records.

Track KPIs such as loading times, dwell times, and equipment utilization.

Provide shift handover reports to ensure seamless continuity between teams.

### **Required Qualifications**

#### **Education & Experience**

Technical diploma or equivalent experience in logistics, transportation, or rail operations.

3+ years of experience in rail freight, intermodal operations, or terminal/yard activities.

Previous supervisory or team-lead experience preferred.

#### **Technical Skills**

Strong understanding of rail operations, shunting procedures, and terminal workflows.

Familiarity with Terminal Operating Systems (TOS) and operational reporting tools.

Knowledge of safety regulations and equipment operation standards.

#### **Soft Skills**

Strong leadership and communication abilities.

Ability to make quick, sound decisions under pressure.

High attention to detail and strong organizational skills.

Customer-focused mindset and collaborative approach.

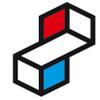
#### **Preferred Qualifications**

Certifications in rail safety, equipment operation, or hazardous materials handling.

Experience in intermodal/container terminal operations.

Basic mechanical understanding of terminal equipment.

Multilingual abilities depending on regional needs.



## **What Success Looks Like**

Safe and incident-free shift operations.

Efficient train handling and minimal operational delays.

High team performance and strong shift coordination.

Accurate reporting and clear communication across teams.

Positive feedback from internal and external stakeholders.



## 5.14. Terminal Planner / Yard Planner

### Position Overview

The Terminal Planner (also known as Yard Planner) is responsible for planning, coordinating, and optimizing all rail yard and terminal activities to ensure efficient train handling, wagon allocation, and cargo movements. This role creates the operational plan for each shift, ensuring that resources, tracks, equipment, and personnel are used effectively to meet service schedules and customer requirements.

### Key Responsibilities

#### Operational Planning

Develop daily and shift-based operational plans for train arrivals, departures, shunting, and yard movements.

Allocate tracks, wagons, and equipment based on operational priorities and capacity constraints.

Prepare loading/unloading plans for intermodal units, bulk cargo, or wagon groups.

Ensure plans align with customer requirements, rail operator schedules, and terminal capacity.

#### Yard & Train Coordination

Monitor yard occupancy and maintain an accurate, real-time yard map.

Coordinate wagon sequencing, train formation, and block building to support efficient dispatching.

Plan and optimize shunting operations to minimize locomotive and crew idle time.

Adjust plans dynamically in response to delays, equipment issues, or operational disruptions.

#### Data & System Management

Use Terminal Operating Systems (TOS) and planning tools to create, update, and track operational plans.

Ensure accurate data entry for wagon status, cargo movements, and train composition.

Generate operational reports and performance metrics for management and stakeholders.

#### Stakeholder Communication

Communicate plans clearly to Terminal Supervisors, yard staff, crane operators, and shunting teams.



Coordinate with rail operators, dispatchers, and customer service teams to align expectations.

Provide timely updates on changes, delays, or operational impacts.

### **Continuous Improvement**

Analyse yard performance, dwell times, and equipment utilization to identify improvement opportunities.

Contribute to process optimization, digitalization initiatives, and planning best practices.

Support the development of standard operating procedures (SOPs) for planning activities.

### **Required Qualifications**

#### **Education & Experience**

Technical diploma or bachelor's degree in logistics, transportation, supply chain, or a related field.

Experience in rail freight, intermodal operations, or terminal/yard planning is highly preferred.

Familiarity with rail operations, wagon types, and terminal workflows.

#### **Technical Skills**

Proficiency with Terminal Operating Systems (TOS), yard planning tools, and operational software.

Strong analytical and problem-solving skills.

Understanding of rail safety regulations and operational standards.

Ability to interpret train schedules, wagon lists, and cargo documentation.

#### **Soft Skills**

Excellent communication and coordination abilities.

Strong organizational skills and attention to detail.

Ability to work under pressure and adapt to changing operational conditions.

Team-oriented mindset with a proactive approach to problem-solving.

#### **Preferred Qualifications**

Experience in intermodal/container planning or rail yard dispatching.

Knowledge of Lean or continuous improvement methodologies.



Multilingual abilities depending on regional requirements.

Basic understanding of equipment capabilities (cranes, reach stackers, shunting locomotives).

### **What Success Looks Like**

Accurate, efficient, and realistic operational plans that support smooth terminal operations.

Reduced yard congestion and optimized track utilization.

High on-time performance for train arrivals and departures.

Clear communication and strong collaboration with operational teams.

Improved KPIs such as dwell time, equipment utilization, and train turnaround.



## 5.15. Reach stacker Operator

### Position Overview

The Reach Stacker Operator is responsible for the safe and efficient handling of containers, swap bodies, and other intermodal units within the rail freight terminal. This role operates heavy lifting equipment to support loading, unloading, stacking, and movement of cargo, ensuring smooth terminal operations and adherence to safety standards.

### Key Responsibilities

#### Equipment Operation

Operate reach stackers to lift, move, stack, and position containers or cargo units.

Load and unload rail wagons and trucks according to operational plans.

Perform precise container placement to optimize yard space and maintain yard organization.

Follow instructions from Terminal Supervisors and Yard Planners to execute planned movements.

#### Safety & Compliance

Operate equipment in strict compliance with safety procedures and terminal regulations.

Conduct pre-shift equipment inspections and report any defects or maintenance needs.

Ensure safe working distances, proper lifting techniques, and adherence to load limits.

Use required PPE and follow all safety protocols, especially around rail tracks and moving vehicles.

#### Operational Support

Assist with yard organization, including repositioning containers and clearing operational areas.

Communicate effectively with ground staff, supervisors, and other equipment operators.

Support train loading/unloading operations to maintain schedule adherence.

Report operational issues, delays, or hazards immediately.

#### Documentation & Reporting

Record container movements accurately in handheld devices or TOS systems (if applicable).



Complete equipment checklists and incident reports as required.

Provide clear shift handover notes when necessary.

### **Required Qualifications**

#### **Education & Experience**

High school diploma or equivalent.

Experience operating reach stackers, forklifts, or heavy lifting equipment in a terminal, port, or logistics environment.

Valid heavy equipment operator license or certification (region-specific).

#### **Technical Skills**

Strong understanding of reach stacker controls, load charts, and safe lifting practices.

Familiarity with container types, intermodal equipment, and terminal workflows.

Ability to read and follow operational plans and yard layouts.

#### **Soft Skills**

High level of situational awareness and safety consciousness.

Good communication skills and ability to work as part of a coordinated team.

Ability to remain calm and focused in a fast-paced environment.

Reliability, punctuality, and strong work ethic.

#### **Preferred Qualifications**

Experience in rail freight or intermodal terminals.

Knowledge of Terminal Operating Systems (TOS) or handheld scanning devices.

Additional certifications (e.g., forklift, crane, or shunting equipment).

Basic mechanical understanding of heavy equipment.

#### **What Success Looks Like**

Zero safety incidents and consistent adherence to operational procedures.

Accurate and efficient handling of containers with minimal rework.

Smooth coordination with supervisors and yard teams.

High equipment uptime through proper care and timely reporting of issues.

Contribution to overall terminal productivity and on-time train performance.



## 5.16. Gantry Crane Operator

### Position Overview

The Gantry Crane Operator is responsible for the safe, precise, and efficient handling of containers and intermodal units using rail-mounted or rubber-tyred gantry cranes within the rail freight terminal. This role plays a critical part in loading and unloading trains, organizing the yard, and supporting smooth terminal operations while maintaining strict safety standards.

### Key Responsibilities

#### Crane Operation

Operate gantry cranes to lift, move, stack, and position containers and intermodal units.

Load and unload rail wagons and trucks according to operational plans and instructions.

Execute precise container placement to optimize yard space and maintain operational flow.

Follow directions from Terminal Supervisors and Yard Planners to carry out planned moves.

#### Safety & Compliance

Operate cranes in full compliance with safety procedures, load limits, and terminal regulations.

Conduct pre-shift crane inspections, including brakes, hoist systems, spreaders, and safety devices.

Report equipment defects, hazards, or unsafe conditions immediately.

Maintain safe distances from personnel, vehicles, and rail tracks at all times.

#### Operational Support

Coordinate movements with ground staff, signalers, and other equipment operators.

Assist in maintaining an organized yard by repositioning containers as required.

Support train loading/unloading operations to ensure on-time performance.

Respond to operational changes or disruptions with flexibility and professionalism.

#### Documentation & Reporting

Record container moves accurately using handheld devices or Terminal Operating Systems (TOS).



Complete equipment checklists, incident reports, and shift logs as required.

Provide clear handover notes to ensure continuity between shifts.

### **Required Qualifications**

#### **Education & Experience**

High school diploma or equivalent.

Experience operating gantry cranes, port cranes, or similar heavy lifting equipment.

Valid crane operator certification or license (region-specific).

#### **Technical Skills**

Strong understanding of crane controls, load charts, and safe lifting practices.

Familiarity with container types, intermodal equipment, and terminal workflows.

Ability to interpret yard plans, loading instructions, and operational schedules.

#### **Soft Skills**

High level of situational awareness and commitment to safety.

Strong communication skills and ability to work as part of a coordinated team.

Ability to remain focused and calm in a fast-paced, high-pressure environment.

Reliability, punctuality, and a strong work ethic.

#### **Preferred Qualifications**

Experience in rail freight or intermodal/container terminals.

Knowledge of Terminal Operating Systems (TOS) or handheld scanning devices.

Additional certifications (e.g., reach stacker, forklift, or shunting equipment).

Basic mechanical understanding of crane systems.

#### **What Success Looks Like**

Zero safety incidents and consistent adherence to operational procedures.

Accurate, efficient, and damage-free container handling.

Smooth coordination with supervisors, planners, and yard teams.

High equipment uptime through proper care and timely reporting of issues.

Contribution to overall terminal productivity and on-time train performance.



## 5.17. Straddle Carrier Operator

### Position Overview

The Straddle Carrier Operator is responsible for the safe, efficient, and precise movement of containers and intermodal units within the rail freight terminal. Operating high-capacity straddle carriers, this role supports loading and unloading operations, yard organization, and overall terminal productivity while maintaining strict safety and operational standards.

### Key Responsibilities

#### Equipment Operation

Operate straddle carriers to lift, transport, stack, and position containers within the terminal.

Load and unload rail wagons and trucks according to operational plans and supervisor instructions.

Manoeuvre equipment safely in tight spaces, around rail tracks, and in high-traffic operational zones.

Execute container moves accurately to support yard planning and optimize space utilization.

#### Safety & Compliance

Follow all safety procedures, equipment guidelines, and terminal regulations.

Conduct pre-shift inspections of the straddle carrier, including brakes, steering, hoist systems, and safety devices.

Report equipment defects, hazards, or unsafe conditions immediately.

Maintain safe distances from personnel, vehicles, and rail infrastructure always.

#### Operational Support

Coordinate movements with ground staff, signallers, and other equipment operators.

Assist with yard organization by repositioning containers and clearing operational areas.

Support train loading/unloading operations to ensure on-time performance.

Respond to operational changes or disruptions with flexibility and professionalism.

#### Documentation & Reporting

Record container moves accurately using handheld devices or Terminal Operating Systems (TOS).



Complete equipment checklists, incident reports, and shift logs as required.

Provide clear handover notes to ensure smooth transition between shifts.

## **Required Qualifications**

### **Education & Experience**

High school diploma or equivalent.

Experience operating straddle carriers, reach stackers, or similar heavy lifting equipment in a port, terminal, or logistics environment.

Valid heavy equipment operator certification (region-specific).

### **Technical Skills**

Strong understanding of straddle carrier controls, load limits, and safe lifting practices.

Familiarity with container types, intermodal equipment, and terminal workflows.

Ability to interpret yard plans, loading instructions, and operational schedules.

### **Soft Skills**

High level of situational awareness and commitment to safety.

Strong communication skills and ability to work as part of a coordinated team.

Ability to remain focused and calm in a fast-paced, high-pressure environment.

Reliability, punctuality, and a strong work ethic.

### **Preferred Qualifications**

Experience in rail freight or intermodal/container terminals.

Knowledge of Terminal Operating Systems (TOS) or handheld scanning devices.

Additional certifications (e.g., gantry crane, reach stacker, forklift).

Basic mechanical understanding of heavy equipment.

### **What Success Looks Like**

Zero safety incidents and consistent adherence to operational procedures.

Accurate, efficient, and damage-free container handling.

Smooth coordination with supervisors, planners, and yard teams.

High equipment uptime through proper care and timely reporting of issues.

Contribution to overall terminal productivity and on-time train performance.



## 5.18. Terminal Yard Coordinator

### Position Overview

The Terminal Yard Coordinator is responsible for overseeing and directing the real-time flow of containers, wagons, vehicles, and equipment within the rail freight terminal. Acting as the central point of coordination between planning, operations, and equipment teams, this role ensures that yard activities are executed safely, efficiently, and in line with operational plans. The Yard Coordinator plays a critical role in maintaining yard organization, minimizing congestion, and supporting on-time train performance.

### Key Responsibilities

#### Yard Coordination & Traffic Management

Monitor and manage the movement of containers, wagons, trucks, and equipment throughout the yard.

Ensure safe and efficient traffic flow, preventing bottlenecks and operational conflicts.

Direct equipment operators (reach stackers, straddle carriers, gantry cranes) to execute planned moves.

Maintain real-time awareness of yard conditions, track occupancy, and operational priorities.

#### Operational Execution

Implement the daily yard plan provided by the Terminal Planner/Yard Planner.

Adjust yard activities dynamically in response to delays, equipment issues, or operational changes.

Support train loading/unloading operations by ensuring wagons and containers are positioned correctly.

Coordinate with shunting teams to ensure smooth wagon movements and track availability.

#### Safety & Compliance

Enforce safety protocols related to yard traffic, equipment operation, and rail infrastructure.

Identify and report unsafe conditions, hazards, or near misses.

Ensure proper use of PPE and adherence to terminal safety rules by all personnel and visitors.



Conduct routine yard checks to ensure compliance with operational and safety standards.

### **Communication & Coordination**

Serve as the communication link between planners, supervisors, equipment operators, and ground staff.

Provide clear instructions to operators regarding container moves, track assignments, and priorities.

Communicate operational changes, delays, or issues promptly to supervisors and planning teams.

Coordinate with truck drivers and gate personnel to manage inbound/outbound flows.

### **Documentation & Reporting**

Update yard maps, container positions, and wagon statuses in real time using TOS or handheld devices.

Maintain accurate records of yard activities, incidents, and equipment usage.

Provide detailed shift handover notes to ensure continuity between teams.

### **Required Qualifications**

#### **Education & Experience**

High school diploma or equivalent; technical or logistics training preferred.

Experience in rail freight, intermodal operations, or yard/terminal coordination.

Familiarity with container handling equipment and rail yard operations.

#### **Technical Skills**

Understanding of yard layouts, rail infrastructure, and intermodal workflows.

Ability to use Terminal Operating Systems (TOS), handheld devices, and yard management tools.

Strong situational awareness and ability to interpret operational plans.

#### **Soft Skills**

Excellent communication and coordination abilities.

Strong organizational skills and attention to detail.

Ability to make quick, sound decisions in a fast-paced environment.

Team-oriented mindset with a proactive approach to problem-solving.

#### **referred Qualifications**



Experience in a similar role within a rail or container terminal.

Certifications related to rail safety or equipment operation.

Multilingual abilities depending on regional requirements.

Basic mechanical understanding of terminal equipment.

**What Success Looks Like**

Smooth, safe, and efficient yard operations with minimal congestion.

Accurate real-time yard data and clear communication across teams.

High on-time performance for train arrivals, departures, and truck turnarounds.

Strong coordination between planning, supervision, and equipment operators.

A well-organized yard that supports maximum terminal productivity.



## 5.19. Gate Clerk / Gate Operator

### Position Overview

The Gate Clerk / Gate Operator is responsible for managing all inbound and outbound traffic at the terminal gate, ensuring accurate documentation, smooth vehicle flow, and compliance with terminal procedures. This role serves as the first point of contact for truck drivers and visitors, verifying cargo information, updating systems, and maintaining secure access to the rail freight terminal.

### Key Responsibilities

#### Gate Operations & Traffic Control

Manage the entry and exit of trucks, drivers, and visitors at the terminal gate.

Verify driver credentials, vehicle information, and cargo documentation before granting access.

Ensure safe and efficient traffic flow to prevent congestion at the gate area.

Direct drivers to the correct loading/unloading zones based on operational instructions.

#### Documentation & System Updates

Check and validate transport documents, container numbers, seals, and booking references.

Enter accurate data into Terminal Operating Systems (TOS) or gate management software.

Issue gate passes, receipts, and other required documentation.

Maintain up-to-date records of all gate transactions and vehicle movements.

#### Customer & Driver Interaction

Provide clear instructions and support to truck drivers regarding terminal procedures.

Assist drivers with questions related to cargo status, yard locations, or documentation requirements.

Always maintain a professional and customer-focused attitude.

#### Security & Compliance

Enforce terminal access rules and ensure only authorized personnel and vehicles enter the facility.

Conduct visual inspections of vehicles and containers for damage, seal integrity, or irregularities.



Report suspicious activity, safety hazards, or non-compliance immediately.

Ensure adherence to safety protocols, including PPE requirements and traffic rules.

### **Operational Coordination**

Communicate with yard teams, planners, and supervisors to coordinate truck movements.

Support operational efficiency by relaying real-time information on truck queues and gate performance.

Assist in managing peak traffic periods through proactive coordination and communication.

### **Required Qualifications**

#### **Education & Experience**

High school diploma or equivalent.

Experience in logistics, transportation, or terminal operations preferred.

Familiarity with containerized cargo and transport documentation is an advantage.

#### **Technical Skills**

Ability to use Terminal Operating Systems (TOS), gate management software, and handheld devices.

Strong data entry skills with high accuracy.

Understanding of basic logistics and intermodal processes.

#### **Soft Skills**

Excellent communication and customer service abilities.

Strong attention to detail and accuracy in documentation.

Ability to remain calm and organized in a fast-paced environment.

Professionalism, reliability, and a strong sense of responsibility.

#### **Preferred Qualifications**

Experience in a rail freight or intermodal terminal environment.

Knowledge of safety and security procedures related to terminal access.

Multilingual abilities depending on regional needs.

Basic understanding of container types and cargo handling processes.

#### **What Success Looks Like**



Smooth, efficient, and secure gate operations with minimal delays.

Accurate and timely documentation of all inbound and outbound movements.

Positive interactions with drivers and visitors, enhancing terminal reputation.

Strong coordination with yard and operations teams to support overall terminal performance.

Compliance with all safety and security standards at the terminal entrance.



## 5.20. Loading & Securing Specialist

### Position Overview

The Loading & Securing Specialist is responsible for the safe, compliant, and efficient loading, securing, and inspection of cargo on rail wagons within the terminal. This role ensures that all cargo containers, trailers, bulk units, or specialized loads—is properly positioned and secured according to regulatory standards, customer requirements, and terminal procedures. The specialist plays a critical role in ensuring train safety, cargo integrity, and operational reliability.

### Key Responsibilities

#### Cargo Loading & Positioning

Load and position containers, trailers, and other cargo units onto rail wagons according to loading plans.

Ensure correct alignment, weight distribution, and placement to meet operational and safety requirements.

Assist equipment operators (reach stackers, cranes, straddle carriers) by providing guidance and spot-checking positioning.

#### Cargo Securing & Safety Compliance

Apply securing devices such as twist locks, chains, straps, wedges, and other approved securing systems.

Verify that all securing mechanisms are correctly engaged and meet regulatory standards (e.g., UIC, RID, internal SOPs).

Inspect wagons and cargo for damage, irregularities, or safety hazards before departure.

Ensure compliance with hazardous materials handling procedures when applicable.

#### Inspection & Quality Control

Conduct pre-departure checks to confirm all cargo is properly secured and documented.

Identify and report any defects, unsafe conditions, or non-compliant loads.

Perform visual inspections of wagons, securing equipment, and cargo integrity.

Document findings and escalate issues to supervisors or planners as required.

#### Operational Coordination



Work closely with Terminal Supervisors, Yard Coordinators, and equipment operators to execute loading plans.

Communicate real-time updates on loading progress, issues, or delays.

Support efficient train turnaround by ensuring timely completion of loading and securing tasks.

### **Documentation & Reporting**

Record securing activities, wagon numbers, and cargo details using handheld devices or TOS systems.

Complete checklists, incident reports, and quality control forms as required.

Provide accurate shift handover notes to ensure operational continuity.

### **Required Qualifications**

#### **Education & Experience**

High school diploma or equivalent.

Experience in rail freight, intermodal operations, or cargo handling preferred.

Familiarity with cargo securing methods and rail wagon types is an advantage.

#### **Technical Skills**

Knowledge of cargo securing equipment, techniques, and regulatory standards.

Ability to interpret loading plans, wagon lists, and operational instructions.

Understanding of safety procedures related to rail operations and heavy equipment.

#### **Soft Skills**

Strong attention to detail and commitment to safety.

Good communication skills and ability to work as part of a coordinated team.

Ability to work efficiently under time pressure.

Reliability, physical stamina, and a proactive work ethic.

#### **Preferred Qualifications**

Certification or training in load securing (e.g., EN 12195, UIC standards).

Experience with hazardous materials handling.

Basic mechanical understanding of wagons and securing devices.

Multilingual abilities depending on regional needs.

#### **What Success Looks Like**



All cargo secured safely and in full compliance with regulations.

Zero load-related incidents or safety violations.

Smooth coordination with equipment operators and supervisors.

Accurate documentation and clear communication across teams.

Reliable support for on-time train departures and overall terminal productivity.



## 5.21. Intermodal Equipment Controller

### Position Overview

The Intermodal Equipment Controller is responsible for managing, tracking, and optimizing all intermodal equipment within the rail freight terminal, including containers, trailers, chassis, swap bodies, and related assets. This role ensures accurate inventory control, equipment availability, and compliance with operational and safety standards. The Equipment Controller plays a key role in supporting efficient terminal operations, minimizing equipment shortages, and maintaining accurate data for internal and external stakeholders.

### Key Responsibilities

#### Equipment Inventory Management

Maintain real-time inventory of all intermodal equipment within the terminal.

Track equipment movements, status changes, and availability using Terminal Operating Systems (TOS).

Monitor inbound and outbound equipment flows to ensure accurate records.

Conduct physical yard checks to verify equipment locations and reconcile discrepancies.

#### Operational Coordination

Coordinate with Yard Planners, Supervisors, and Gate Operators to ensure equipment is positioned where needed.

Support loading and unloading operations by ensuring required equipment is available and in good condition.

Communicate equipment shortages, surpluses, or operational constraints to relevant teams.

Assist in planning equipment allocation for upcoming train or truck operations.

#### Equipment Condition & Compliance

Inspect equipment for damage, defects, or non-compliance with safety standards.

Record and report damaged or unsafe equipment for repair or quarantine.

Ensure equipment meets regulatory requirements for intermodal transport.

Monitor the condition of chassis, twist locks, pins, and other securing components.

#### Documentation & Reporting

Update equipment status, damage reports, and movement logs in TOS or equipment management systems.



Prepare daily, weekly, or monthly equipment reports for internal use or customer communication.

Maintain accurate records of equipment repairs, maintenance, and inspections.

Support audits and compliance checks by providing required documentation.

### **Customer & Stakeholder Interaction**

Communicate with customers, trucking companies, and rail operators regarding equipment availability and status.

Assist with equipment release, interchange documentation, and customer inquiries.

Ensure all equipment transactions follow contractual and operational guidelines.

### **Required Qualifications**

#### **Education & Experience**

High school diploma or equivalent; logistics or technical training preferred.

Experience in intermodal operations, equipment control, or terminal logistics.

Familiarity with container, chassis, and intermodal equipment types.

#### **Technical Skills**

Proficiency with Terminal Operating Systems (TOS) and equipment management software.

Strong understanding of intermodal equipment standards and inspection procedures.

Ability to interpret yard layouts, equipment lists, and operational plans.

#### **Soft Skills**

Strong attention to detail and accuracy in data management.

Excellent communication and coordination abilities.

Ability to work in a fast-paced environment with shifting priorities.

Problem-solving mindset and proactive approach to operational challenges.

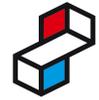
#### **Preferred Qualifications**

Experience in rail freight or container terminal environments.

Knowledge of equipment interchange rules (e.g., UIRR, UIC, IANA standards depending on region).

Basic mechanical understanding of intermodal equipment.

Multilingual abilities depending on regional needs.



### **What Success Looks Like**

Accurate, real-time equipment inventory with minimal discrepancies.

High equipment availability to support smooth terminal operations.

Clear communication with operational teams and external partners.

Reduced equipment downtime through timely reporting and coordination.

Strong contribution to overall terminal efficiency and service reliability.



# Freight, Cargo & Customer Operations

## 5.22. Rail Freight Forwarder

### Position Overview

The Rail Freight Forwarder is responsible for coordinating, managing, and executing end-to-end rail freight shipments for customers. This role ensures that cargo moves efficiently, safely, and on schedule by liaising with rail operators, terminals, trucking partners, and customers. The Freight Forwarder handles bookings, documentation, tracking, problem resolution, and customer communication, playing a central role in delivering reliable and high-quality rail logistics services.

### Key Responsibilities

#### Shipment Coordination & Execution

Arrange and manage rail freight bookings, including wagon allocation, train schedules, and terminal handling.

Coordinate multimodal transport legs (rail, road, intermodal) to ensure seamless cargo flow.

Monitor shipments from origin to destination, ensuring timely execution and resolving disruptions.

Prepare and validate transport orders, loading instructions, and operational documentation.

#### Customer Service & Communication

Serve as the primary point of contact for customers regarding bookings, schedules, and shipment status.

Provide proactive updates on cargo movements, delays, or operational issues.

Handle customer inquiries, complaints, and service requests with professionalism and urgency.

Build strong relationships with customers to support retention and growth.

#### Documentation & Compliance

Prepare and manage all required transport documents (e.g., consignment notes, waybills, customs documents).

Ensure compliance with rail regulations, customs requirements, and hazardous goods rules (if applicable).

Maintain accurate records in transport management systems (TMS) and customer portals.



Verify that all documentation is complete, accurate, and compliant before train departure.

### **Operational Coordination**

Liaise with terminals, rail operators, trucking companies, and internal operations teams.

Coordinate loading/unloading schedules, equipment needs, and cargo readiness.

Communicate operational changes or disruptions to relevant stakeholders.

Support planning teams with accurate shipment forecasts and volume updates.

### **Cost Control & Administration**

Prepare quotations, calculate freight rates, and support pricing activities.

Verify supplier invoices and ensure alignment with agreed rates and services.

Assist in cost optimization by identifying efficient routing and equipment utilization opportunities.

Support financial processes such as billing, claims handling, and cost reporting.

### **Problem Solving & Issue Resolution**

Identify and resolve operational issues such as delays, equipment shortages, or documentation errors.

Coordinate corrective actions with terminals, carriers, and customers.

Escalate complex issues to supervisors or management when necessary.

Maintain a solution-oriented approach to ensure service continuity.

### **Required Qualifications**

#### **Education & Experience**

Bachelor's degree or vocational training in logistics, transportation, supply chain, or a related field.

Experience in freight forwarding, rail logistics, or intermodal operations preferred.

Familiarity with rail transport processes and documentation.

#### **Technical Skills**

Proficiency with Transport Management Systems (TMS), booking platforms, and customer portals.

Understanding of rail freight regulations, wagon types, and intermodal workflows.

Strong administrative and documentation skills.



Ability to interpret schedules, loading plans, and transport instructions.

### **Soft Skills**

Excellent communication and customer service abilities.

Strong organizational skills and attention to detail.

Ability to manage multiple shipments and priorities in a fast-paced environment.

Problem-solving mindset with a proactive and collaborative approach.

Reliability, professionalism, and a strong sense of ownership.

### **Preferred Qualifications**

Experience with international rail corridors or cross-border operations.

Knowledge of customs procedures and hazardous goods regulations (RID/ADR).

Multilingual abilities depending on regional requirements.

Commercial acumen and experience in rate negotiation.

### **What Success Looks Like**

High customer satisfaction through reliable communication and service delivery.

Accurate, timely, and compliant documentation for all shipments.

Smooth coordination with terminals, carriers, and internal teams.

Minimal service disruptions due to proactive monitoring and issue resolution.

Strong contribution to volume growth, operational efficiency, and customer retention.



## 5.23. Rail Operations Coordinator

### Position Overview

The Rail Operations Coordinator is responsible for managing and coordinating the daily execution of rail freight operations, ensuring that trains, cargo, and terminal activities run safely, efficiently, and on schedule. This role acts as the central link between customers, terminals, rail operators, and internal teams, providing real-time operational oversight, problem resolution, and communication. The Rail Operations Coordinator plays a key role in maintaining service reliability and supporting high-quality rail logistics performance.

### Key Responsibilities

#### Daily Rail Operations Management

Monitor and coordinate the movement of trains, wagons, and cargo across terminals and rail corridors.

Ensure that loading, unloading, and shunting activities follow operational plans and schedules.

Track train performance, dwell times, and wagon availability to support efficient operations.

Adjust operational plans in response to delays, disruptions, or resource constraints.

#### Communication & Stakeholder Coordination

Serve as the primary operational contact for terminals, rail operators, trucking partners, and internal teams.

Provide real-time updates on train status, cargo readiness, and operational changes.

Communicate proactively with customers regarding delays, exceptions, or service impacts.

Coordinate with planning teams to align daily operations with long-term schedules.

#### Documentation & System Management

Update Transport Management Systems (TMS), Terminal Operating Systems (TOS), and internal platforms with accurate operational data.

Validate wagon lists, loading instructions, and train formation details.

Ensure all required documentation is complete and compliant before train departure.

Maintain accurate records of operational events, incidents, and performance metrics.

#### Issue Resolution & Service Recovery



Identify operational issues such as equipment shortages, cargo discrepancies, or schedule conflicts.

Coordinate corrective actions with terminals, carriers, and internal teams.

Escalate critical issues to supervisors or management when necessary.

Maintain a solution-oriented approach to minimize service disruptions.

### **Performance Monitoring & Reporting**

Track KPIs such as on-time performance, dwell time, wagon utilization, and service reliability.

Prepare daily or weekly operational reports for internal and external stakeholders.

Support continuous improvement initiatives by identifying operational bottlenecks or inefficiencies.

### **Required Qualifications**

#### **Education & Experience**

Bachelor's degree or vocational training in logistics, transportation, supply chain, or a related field.

Experience in rail operations, freight forwarding, or intermodal logistics preferred.

Familiarity with rail transport processes, wagon types, and terminal workflows.

#### **Technical Skills**

Proficiency with TMS, TOS, and operational planning tools.

Strong understanding of rail regulations, operational procedures, and cargo handling standards.

Ability to interpret train schedules, wagon lists, and loading plans.

Strong analytical and data-management skills.

#### **Soft Skills**

Excellent communication and coordination abilities.

Strong organizational skills and attention to detail.

Ability to work under pressure and manage multiple priorities.

Problem-solving mindset with a proactive and collaborative approach.

Customer-focused attitude and professional demeanour.

#### **Preferred Qualifications**

Experience with international rail corridors or cross-border operations.



Knowledge of customs procedures and hazardous goods regulations (RID/ADR).

Multilingual abilities depending on regional requirements.

Experience in service control, dispatching, or real-time operations centers.

### **What Success Looks Like**

Smooth, reliable execution of daily rail operations with minimal disruptions.

Accurate, timely communication with customers and operational partners.

High on-time performance and efficient wagon and terminal utilization.

Strong collaboration across teams and stakeholders.

Clear, accurate operational data supporting decision-making and performance improvement.



## 5.24. Customer Service Representative (Rail Freight)

### Position Overview

The Customer Service Representative (CSR) in Rail Freight is responsible for delivering high-quality customer support throughout the entire shipment lifecycle. This role serves as the primary point of contact for customers, providing timely information, resolving issues, coordinating with internal teams, and ensuring a smooth and reliable service experience. The CSR plays a vital role in maintaining customer satisfaction, supporting operational performance, and strengthening long-term customer relationships.

### Key Responsibilities

#### Customer Communication & Support

Act as the main contact for customers regarding bookings, shipment status, schedules, and service inquiries.

Provide proactive updates on cargo movements, delays, disruptions, or operational changes.

Respond promptly and professionally to customer questions, complaints, and service requests.

Maintain strong relationships with customers through clear, consistent, and solution-oriented communication.

#### Shipment Coordination

Support the booking process by validating customer requests, checking capacity, and confirming transport details.

Coordinate with Rail Operations, Planning, Terminals, and Trucking partners to ensure smooth cargo flow.

Monitor shipments and ensure customers receive accurate and timely information.

Assist in resolving operational issues such as missing documents, cargo discrepancies, or schedule conflicts.

#### Documentation & System Management

Prepare, review, and manage transport documents such as waybills, consignment notes, and booking confirmations.

Ensure all customer data, shipment details, and communication records are accurately entered into CRM, TMS, or internal systems.

Verify that documentation complies with rail regulations, customs requirements, and customer specifications.



Support billing processes by ensuring accurate service records and resolving invoice queries.

### **Issue Resolution & Service Recovery**

Identify service failures or potential disruptions and take proactive steps to minimize customer impact.

Coordinate corrective actions with internal teams and external partners.

Escalate complex issues to supervisors or management when necessary.

Maintain a calm, professional approach when handling challenging situations.

### **Performance & Continuous Improvement**

Track customer KPIs such as on-time performance, response times, and service quality.

Provide feedback to operations and planning teams to improve service reliability.

Participate in customer reviews, audits, and improvement initiatives.

Contribute to process optimization and customer experience enhancements.

### **Required Qualifications**

#### **Education & Experience**

Bachelor's degree or vocational training in logistics, transportation, business, or a related field.

Experience in customer service, freight forwarding, or rail/intermodal logistics preferred.

Familiarity with rail freight processes and documentation is an advantage.

#### **Technical Skills**

Proficiency with CRM systems, Transport Management Systems (TMS), and customer portals.

Strong administrative and documentation skills.

Ability to interpret schedules, shipment data, and operational instructions.

Understanding of rail regulations, cargo handling, and intermodal workflows (preferred).

#### **Soft Skills**

Excellent communication and interpersonal abilities.

Strong customer-focused mindset with a professional and empathetic approach.

Ability to multitask and manage priorities in a fast-paced environment.

Problem-solving skills and a proactive attitude.



High attention to detail and accuracy.

### **Preferred Qualifications**

Experience in international rail corridors or multimodal logistics.

Knowledge of customs procedures and hazardous goods regulations (RID/ADR).

Multilingual abilities depending on regional needs.

Commercial awareness and basic understanding of pricing structures.

### **What Success Looks Like**

High customer satisfaction through timely, accurate, and proactive communication.

Smooth coordination of shipments with minimal disruptions.

Accurate documentation and system updates supporting operational reliability.

Strong collaboration with internal teams and external partners.

Positive contribution to customer retention, service quality, and business growth.



## 5.25. Cargo Handling Specialist

### Position Overview

The Cargo Handling Specialist is responsible for the safe, efficient, and compliant handling of all cargo moving through the rail freight terminal. This includes physical cargo operations, inspection, documentation support, and coordination with equipment operators and supervisors. The role ensures that cargo is processed accurately, securely, and in accordance with operational plans, customer requirements, and regulatory standards. The Cargo Handling Specialist plays a key role in maintaining cargo integrity and supporting smooth terminal operations.

### Key Responsibilities

#### Cargo Handling & Processing

Load, unload, and manually handle cargo including pallets, parcels, break-bulk items, and specialized freight.

Assist with positioning cargo for equipment operators (reach stackers, forklifts, cranes).

Sort, stage, and prepare cargo for loading onto rail wagons or trucks.

Ensure correct cargo identification, labelling, and segregation according to operational instructions.

#### Cargo Inspection & Quality Control

Inspect cargo for damage, irregularities, or non-compliance with shipping requirements.

Verify cargo condition, packaging integrity, and seal status where applicable.

Report discrepancies, damages, or safety concerns immediately to supervisors.

Support pre-departure checks to ensure cargo is ready and compliant for transport.

#### Safety & Compliance

Follow all safety procedures related to cargo handling, hazardous materials, and terminal operations.

Use appropriate PPE and always ensure safe working practices.

Maintain clean, organized, and hazard-free work areas.

Comply with regulatory standards, including RID/ADR for dangerous goods when applicable.

#### Operational Coordination

Work closely with Terminal Supervisors, Yard Coordinators, and equipment operators to execute cargo plans.



Communicate real-time updates on cargo readiness, issues, or delays.

Support efficient train and truck turnaround by ensuring timely cargo preparation.

Assist in coordinating cargo flows during peak periods or operational disruptions.

### **Documentation & System Support**

Record cargo movements, inspections, and exceptions using handheld devices or TOS systems (if applicable).

Assist with labelling, documentation checks, and cargo identification tasks.

Provide accurate information for shift handovers and operational reporting.

### **Required Qualifications**

#### **Education & Experience**

High school diploma or equivalent.

Experience in cargo handling, warehousing, logistics, or terminal operations preferred.

Familiarity with intermodal or rail freight environments is an advantage.

#### **Technical Skills**

Knowledge of cargo handling techniques, equipment, and safety standards.

Ability to read cargo labels, manifests, and operational instructions.

Basic understanding of hazardous goods handling (preferred).

Ability to use handheld scanners or basic terminal systems.

#### **Soft Skills**

Strong attention to detail and commitment to safety.

Good communication and teamwork abilities.

Physical stamina and ability to perform manual handling tasks.

Reliability, punctuality, and a proactive work ethic.

#### **Preferred Qualifications**

Certifications in cargo handling, forklift operation, or hazardous goods (RID/ADR).

Experience in intermodal or rail freight terminals.

Basic mechanical understanding of cargo handling tools and equipment.

Multilingual abilities depending on regional needs.

#### **What Success Looks Like**



Safe, accurate, and efficient handling of all cargo types.

Zero cargo-related incidents or compliance violations.

Smooth coordination with supervisors and equipment operators.

Accurate documentation and clear communication across teams.

Reliable support for on-time train and truck operations.



## 5.26. Load Planning Specialist

### Position Overview

The Load Planning Specialist is responsible for developing accurate, safe, and efficient load plans for rail freight operations. This role ensures that cargo is positioned correctly on wagons, weight limits are respected, hazardous goods regulations are followed, and operational resources are used optimally. The Load Planning Specialist plays a critical role in ensuring train safety, regulatory compliance, and on-time performance by translating customer requirements and cargo data into precise loading instructions.

### Key Responsibilities

#### Load Plan Development

Create detailed load plans for trains based on cargo type, weight, dimensions, and wagon availability.

Ensure optimal wagon utilization while respecting axle loads, weight distribution, and rail safety standards.

Prepare loading instructions for terminal teams, equipment operators, and securing specialists.

Adjust plans dynamically in response to last-minute cargo changes, delays, or operational constraints.

#### Safety & Regulatory Compliance

Ensure all load plans comply with national and international rail regulations (e.g., UIC, RID).

Verify that hazardous materials are assigned to appropriate wagons and positioned according to safety rules.

Identify and mitigate risks related to overweight cargo, incompatible goods, or improper load distribution.

Support safety audits and incident investigations related to loading activities.

#### Operational Coordination

Collaborate with Terminal Planners, Yard Coordinators, and Supervisors to align load plans with yard capacity and equipment availability.

Communicate load plan requirements clearly to loading and securing teams.

Coordinate with Rail Operations and Customer Service teams to ensure cargo readiness and accuracy.

Provide real-time updates on load plan changes or operational impacts.



## **Data & System Management**

Enter and update load plan data in Transport Management Systems (TMS) and Terminal Operating Systems (TOS).

Validate cargo information, wagon lists, and customer instructions before finalizing plans.

Maintain accurate records of load plans, revisions, and operational outcomes.

Support reporting activities by providing load-related KPIs and performance data.

## **Quality Control & Continuous Improvement**

Review completed loadings to ensure compliance with planned instructions.

Identify recurring issues such as misloads, overweight wagons, or equipment shortages.

Contribute to process improvements, standard operating procedures, and best practices.

Support training initiatives for loading and securing teams.

## **Required Qualifications**

### **Education & Experience**

Bachelor's degree or vocational training in logistics, transportation, engineering, or a related field.

Experience in rail freight, intermodal operations, or load planning preferred.

Familiarity with wagon types, cargo characteristics, and rail safety standards.

### **Technical Skills**

Strong understanding of load distribution, weight calculations, and wagon capacity.

Ability to interpret cargo documentation, wagon lists, and operational plans.

Proficiency with TMS, TOS, and planning tools.

Knowledge of hazardous goods regulations (RID) is an advantage.

### **Soft Skills**

High attention to detail and strong analytical abilities.

Excellent communication and coordination skills.

Ability to work under pressure and manage multiple priorities.

Problem-solving mindset with a proactive and structured approach.

### **Preferred Qualifications**



Certification or training in load securing or hazardous goods handling.

Experience with international rail corridors or multimodal logistics.

Basic engineering or mechanical understanding of wagon structures.

Multilingual abilities depending on regional requirements.

### **What Success Looks Like**

Accurate, safe, and efficient load plans with minimal revisions.

Zero load-related safety incidents or compliance violations.

High wagon utilization and optimized train capacity.

Smooth coordination with terminal and operations teams.

Strong contribution to on-time train departures and overall service reliability.



## 5.27. Multimodal Transport Coordinator

### Position Overview

The Multimodal Transport Coordinator is responsible for planning, coordinating, and monitoring end-to-end multimodal transport operations involving rail, road, and potentially maritime links. This role ensures seamless cargo flow across different transport modes, delivering reliable, cost-effective, and customer-focused logistics solutions. The Multimodal Transport Coordinator acts as the operational hub between customers, carriers, terminals, and internal teams, ensuring that all transport legs are synchronized and executed efficiently.

### Key Responsibilities

#### Multimodal Transport Planning

Plan and coordinate multimodal transport chains combining rail, road, and other transport modes.

Ensure optimal routing, scheduling, and equipment allocation to meet customer requirements.

Prepare transport orders, loading instructions, and multimodal documentation.

Validate cargo readiness, equipment availability, and capacity across all transport legs.

#### Operational Coordination

Liaise with rail operators, trucking companies, terminals, and depots to ensure smooth cargo transfers.

Monitor the execution of each transport leg and proactively manage delays or disruptions.

Coordinate handovers between modes, ensuring accurate timing and cargo integrity.

Support terminal operations by providing accurate shipment forecasts and operational updates.

#### Customer Communication & Service

Act as the primary operational contact for customers regarding multimodal shipments.

Provide timely updates on shipment status, delays, and operational changes.

Handle customer inquiries, service requests, and issue resolution with professionalism.

Build strong customer relationships through reliable communication and service delivery.

#### Documentation & Compliance



Prepare and manage multimodal transport documents (e.g., CMR, CIM/SMGS, waybills, booking confirmations).

Ensure compliance with customs regulations, hazardous goods rules (RID/ADR), and international transport standards.

Maintain accurate records in Transport Management Systems (TMS) and customer platforms.

Verify that all documentation is complete and compliant before cargo handover between modes.

### **Performance Monitoring & Reporting**

Track KPIs such as on-time performance, transit times, equipment utilization, and service reliability.

Identify bottlenecks or inefficiencies in multimodal flows and propose improvements.

Support continuous improvement initiatives and contribute to process optimization.

Prepare operational reports for internal teams and customers.

### **Issue Resolution & Service Recovery**

Identify operational issues such as delays, equipment shortages, or documentation errors.

Coordinate corrective actions with carriers, terminals, and internal teams.

Escalate critical issues when necessary while maintaining a solution-oriented approach.

Ensure minimal customer impact through proactive problem-solving.

### **Required Qualifications**

#### **Education & Experience**

Bachelor's degree or vocational training in logistics, transportation, supply chain, or a related field.

Experience in multimodal logistics, rail freight, or freight forwarding preferred.

Familiarity with intermodal equipment, transport processes, and terminal operations.

#### **Technical Skills**

Proficiency with TMS, booking platforms, and customer portals.

Understanding of multimodal transport regulations, documentation, and operational standards.

Ability to interpret schedules, loading plans, and transport instructions.



Strong administrative and data-management skills.

### **Soft Skills**

Excellent communication and coordination abilities.

Strong organizational skills and attention to detail.

Ability to manage multiple shipments and priorities in a fast-paced environment.

Problem-solving mindset with a proactive and collaborative approach.

Customer-focused attitude and professional demeanour.

### **Preferred Qualifications**

Experience with international rail corridors or cross-border multimodal operations.

Knowledge of customs procedures and hazardous goods regulations (RID/ADR).

Multilingual abilities depending on regional requirements.

Commercial awareness and experience in rate negotiation.

### **What Success Looks Like**

Seamless coordination of multimodal transport chains with minimal disruptions.

High customer satisfaction through proactive communication and reliable service.

Accurate documentation and system updates supporting operational excellence.

Strong collaboration with carriers, terminals, and internal teams.

Improved transit times, equipment utilization, and overall service reliability.



## 5.28. Key Account Coordinator (Rail)

### Position Overview

The Key Account Coordinator (Rail) is responsible for managing and supporting the daily operational and service needs of strategic customers in the rail freight sector. This role ensures that key accounts receive reliable, high-quality service through proactive communication, shipment coordination, issue resolution, and performance monitoring. Acting as the operational bridge between customers and internal teams, the Key Account Coordinator plays a vital role in maintaining customer satisfaction, strengthening long-term partnerships, and supporting commercial growth.

### Key Responsibilities

#### Customer Relationship Management

Serve as the primary operational contact for assigned key accounts.

Build strong, trust-based relationships through consistent communication and service excellence.

Understand customer requirements, service expectations, and operational constraints.

Support account managers with customer reviews, performance discussions, and improvement initiatives.

#### Operational Coordination

Coordinate daily rail freight operations for key accounts, including bookings, schedules, and cargo readiness.

Liaise with terminals, rail operators, trucking partners, and internal operations teams to ensure smooth execution.

Monitor shipments end-to-end and proactively manage delays or disruptions.

Ensure customers receive accurate, timely updates on shipment status and operational changes.

#### Documentation & System Management

Prepare and validate transport documents such as waybills, booking confirmations, and loading instructions.

Ensure all customer data and shipment details are accurately entered into CRM, TMS, or internal systems.

Support billing processes by verifying service records and resolving invoice discrepancies.



Maintain complete and compliant documentation for audits and customer requirements.

### **Issue Resolution & Service Recovery**

Identify service failures or potential risks and take proactive steps to minimize customer impact.

Coordinate corrective actions with internal teams and external partners.

Escalate critical issues to supervisors or account managers when necessary.

Maintain a calm, solution-oriented approach when handling complex or time-sensitive situations.

### **Performance Monitoring & Reporting**

Track KPIs such as on-time performance, dwell times, equipment availability, and service reliability for key accounts.

Prepare operational reports, dashboards, or summaries for customer meetings.

Identify recurring issues or bottlenecks and propose improvement actions.

Support continuous improvement initiatives to enhance customer experience and operational efficiency.

### **Required Qualifications**

#### **Education & Experience**

Bachelor's degree or vocational training in logistics, transportation, business, or a related field.

Experience in customer service, key account support, freight forwarding, or rail/intermodal logistics preferred.

Familiarity with rail freight processes and documentation is an advantage.

#### **Technical Skills**

Proficiency with CRM systems, Transport Management Systems (TMS), and customer portals.

Strong administrative and documentation skills.

Ability to interpret schedules, shipment data, and operational instructions.

Understanding of rail regulations, cargo handling, and intermodal workflows (preferred).

#### **Soft Skills**

Excellent communication and interpersonal abilities.

Strong customer-focused mindset with a professional and empathetic approach.



Ability to manage multiple priorities in a fast-paced environment.

Problem-solving skills and a proactive attitude.

High attention to detail and accuracy.

### **Preferred Qualifications**

Experience supporting large or strategic accounts in logistics or transportation.

Knowledge of customs procedures and hazardous goods regulations (RID/ADR).

Multilingual abilities depending on regional needs.

Commercial awareness and understanding of pricing structures.

### **What Success Looks Like**

High customer satisfaction and strong long-term relationships with key accounts.

Smooth, reliable coordination of shipments with minimal disruptions.

Accurate documentation and timely communication supporting operational excellence.

Strong collaboration with internal teams and external partners.

Positive contribution to customer retention, service quality, and business growth.



## 5.29. Booking Agent – Rail Services

### Position Overview

The Booking Agent – Rail Services is responsible for managing customer booking requests, validating capacity, and ensuring accurate and timely reservation of rail freight services. This role acts as the first operational touchpoint for customers, ensuring that bookings are processed efficiently, documentation is correct, and all shipment details are aligned with operational capabilities. The Booking Agent plays a key role in supporting service reliability, customer satisfaction, and smooth execution of rail freight operations.

### Key Responsibilities

#### Booking Management

Receive, review, and process customer booking requests for rail freight services.

Validate capacity availability, equipment requirements, and service feasibility.

Confirm bookings with customers and ensure all required shipment details are complete.

Coordinate with planning, operations, and commercial teams to align bookings with operational constraints.

#### Customer Communication

Serve as the primary contact for customers regarding booking confirmations, changes, or cancellations.

Provide clear information on schedules, cut-off times, equipment availability, and service options.

Respond promptly to customer inquiries and ensure a professional, customer-focused experience.

Proactively communicate any issues affecting bookings, such as capacity shortages or schedule changes.

#### Documentation & Data Accuracy

Enter booking details accurately into Transport Management Systems (TMS) or booking platforms.

Verify shipment information such as cargo type, weight, dimensions, hazardous goods status, and equipment needs.

Ensure all required documentation is complete and compliant before forwarding to operations teams.

Maintain accurate records for audits, billing, and operational planning.



## **Operational Coordination**

Liase with Rail Operations, Terminal teams, and Equipment Control to ensure booking feasibility.

Support load planning and scheduling teams with accurate booking forecasts.

Communicate booking changes or special requirements to relevant internal stakeholders.

Assist in resolving discrepancies between customer bookings and operational capabilities.

## **Service Quality & Issue Resolution**

Identify potential booking conflicts or risks and take proactive steps to resolve them.

Coordinate corrective actions when bookings require modification due to operational constraints.

Escalate complex issues to supervisors or commercial teams when necessary.

Maintain a solution-oriented approach to ensure minimal customer impact.

## **Required Qualifications**

### **Education & Experience**

Vocational training or bachelor's degree in logistics, transportation, business, or a related field.

Experience in booking, customer service, freight forwarding, or rail/intermodal logistics preferred.

Familiarity with rail freight processes and documentation is an advantage.

### **Technical Skills**

Proficiency with booking systems, TMS, CRM platforms, and customer portals.

Strong administrative and data-entry skills with high accuracy.

Ability to interpret schedules, service offerings, and operational instructions.

Understanding of rail regulations, cargo types, and intermodal workflows (preferred).

### **Soft Skills**

Excellent communication and customer-service abilities.

Strong attention to detail and organizational skills.

Ability to manage multiple requests in a fast-paced environment.

Problem-solving mindset with a proactive and collaborative approach.



Professionalism, reliability, and a customer-focused attitude.

### **Preferred Qualifications**

Experience in rail freight or multimodal logistics.

Knowledge of hazardous goods regulations (RID/ADR).

Multilingual abilities depending on regional needs.

Basic commercial awareness and understanding of pricing structures.

### **What Success Looks Like**

Accurate, timely processing of all booking requests.

High customer satisfaction through clear communication and reliable service.

Smooth coordination with operations, planning, and commercial teams.

Minimal booking errors, discrepancies, or service disruptions.

Strong contribution to operational efficiency and customer retention.



# Rolling Stock & Technical Maintenance

## 5.30. Locomotive Maintenance Technician

### Position Overview

The Locomotive Maintenance Technician is responsible for performing preventive, corrective, and diagnostic maintenance on locomotives to ensure safe, reliable, and efficient rail operations. This role involves mechanical, electrical, pneumatic, and electronic troubleshooting, as well as routine inspections and component repairs. The technician plays a critical role in maintaining fleet availability, minimizing downtime, and ensuring compliance with safety and regulatory standards.

### Key Responsibilities

#### Preventive & Corrective Maintenance

Perform scheduled maintenance tasks on locomotives, including inspections, lubrication, adjustments, and component replacements.

Diagnose mechanical, electrical, and electronic faults using diagnostic tools and technical manuals.

Conduct repairs on engines, braking systems, traction motors, control systems, and auxiliary equipment.

Ensure all maintenance activities follow OEM guidelines, internal procedures, and safety standards.

#### Troubleshooting & Diagnostics

Identify root causes of locomotive malfunctions through systematic testing and analysis.

Use diagnostic software, multimeters, and specialized tools to assess system performance.

Resolve issues related to propulsion, braking, fuel systems, pneumatics, and onboard electronics.

Document findings and recommend corrective actions to supervisors or engineering teams.

#### Safety & Compliance

Adhere to all safety protocols, lockout/tagout procedures, and maintenance regulations.

Ensure locomotives meet national and international rail safety standards.

Report safety hazards, equipment defects, or non-compliant conditions immediately.



Maintain a clean, organized, and hazard-free work environment.

### **Technical Documentation & Reporting**

Complete maintenance records, inspection reports, and repair logs accurately and on time.

Update digital maintenance systems with work performed, parts used, and diagnostic results.

Support audits, compliance checks, and fleet performance reporting.

Provide detailed handover notes to ensure continuity between shifts.

### **Operational Support**

Assist with locomotive testing, commissioning, and post-maintenance verification.

Support emergency repairs and breakdown response when required.

Collaborate with operations, engineering, and fleet management teams to optimize locomotive performance.

Participate in continuous improvement initiatives and technical training programs.

### **Required Qualifications**

#### **Education & Experience**

Technical diploma or vocational training in mechanical, electrical, or mechatronic engineering.

Experience in locomotive maintenance, heavy machinery repair, or industrial equipment servicing.

Familiarity with diesel-electric or hybrid locomotive systems is an advantage.

#### **Technical Skills**

Strong understanding of mechanical, electrical, pneumatic, and electronic systems.

Ability to read technical drawings, wiring diagrams, and maintenance manuals.

Proficiency with diagnostic tools, measurement instruments, and maintenance software.

Knowledge of rail safety standards and maintenance regulations.

#### **Soft Skills**

Strong problem-solving abilities and attention to detail.

Ability to work independently and as part of a technical team.

Good communication skills and a proactive approach to maintenance challenges.



Reliability, discipline, and a strong commitment to safety.

### **Preferred Qualifications**

Certification in locomotive maintenance or rail vehicle technology.

Experience with predictive maintenance tools and condition-based monitoring.

Knowledge of digital control systems, PLCs, or onboard diagnostics.

Multilingual abilities depending on regional requirements.

### **What Success Looks Like**

High locomotive availability and reduced unplanned downtime.

Accurate, timely completion of maintenance tasks and documentation.

Safe, compliant, and reliable locomotive performance.

Effective collaboration with operations and engineering teams.

Strong contribution to fleet reliability, operational efficiency, and service quality.



## 5.31. Wagon Maintenance Technician

### Position Overview

The Wagon Maintenance Technician is responsible for inspecting, maintaining, and repairing freight wagons to ensure they meet safety, reliability, and operational standards. This role covers mechanical, structural, pneumatic, and brake-system maintenance, as well as routine inspections and corrective repairs. The technician plays a vital role in ensuring wagon availability, minimizing service disruptions, and supporting safe and efficient rail freight operations.

### Key Responsibilities

#### Preventive & Corrective Maintenance

Perform scheduled maintenance tasks on freight wagons, including inspections, lubrication, adjustments, and component replacements.

Repair or replace mechanical components such as couplers, buffers, draw gear, bogies, wheelsets, and brake systems.

Conduct structural repairs on wagon frames, floors, doors, and securing mechanisms.

Ensure all maintenance activities follow OEM guidelines, internal procedures, and regulatory standards.

#### Inspection & Diagnostics

Conduct detailed inspections of wagons to identify wear, defects, or non-compliant conditions.

Diagnose issues related to braking systems, suspension, wheelsets, and structural integrity.

Use measurement tools, gauges, and diagnostic equipment to assess component condition.

Document findings and recommend corrective actions to supervisors or engineering teams.

#### Safety & Compliance

Adhere to all safety protocols, lockout/tagout procedures, and maintenance regulations.

Ensure wagons comply with national and international rail safety standards (e.g., UIC, ECM requirements).

Report safety hazards, equipment defects, or non-compliant conditions immediately.

Maintain a clean, organized, and hazard-free work environment.



## **Technical Documentation & Reporting**

Complete maintenance records, inspection reports, and repair logs accurately and on time.

Update digital maintenance systems with work performed, parts used, and diagnostic results.

Support audits, compliance checks, and fleet performance reporting.

Provide detailed handover notes to ensure continuity between shifts.

## **Operational Support**

Assist with wagon testing, brake tests, and post-maintenance verification.

Support emergency repairs and breakdown response when required.

Collaborate with operations, engineering, and fleet management teams to optimize wagon performance.

Participate in continuous improvement initiatives and technical training programs.

## **Required Qualifications**

### **Education & Experience**

Technical diploma or vocational training in mechanical engineering, industrial maintenance, or a related field.

Experience in wagon maintenance, heavy machinery repair, or mechanical servicing.

Familiarity with freight wagon types, components, and maintenance standards.

### **Technical Skills**

Strong understanding of mechanical systems, braking systems, and wagon structures.

Ability to read technical drawings, maintenance manuals, and inspection guidelines.

Proficiency with measurement tools, gauges, and maintenance equipment.

Knowledge of rail safety standards and ECM (Entity in Charge of Maintenance) requirements.

### **Soft Skills**

Strong problem-solving abilities and attention to detail.

Ability to work independently and as part of a technical team.

Good communication skills and a proactive approach to maintenance challenges.

Reliability, discipline, and a strong commitment to safety.

### **Preferred Qualifications**



Certification in wagon maintenance or rail vehicle technology.

Experience with wheelset inspection, NDT (non-destructive testing), or brake system calibration.

Knowledge of digital maintenance systems and condition-based monitoring.

Multilingual abilities depending on regional requirements.

### **What Success Looks Like**

High wagon availability and reduced unplanned downtime.

Accurate, timely completion of maintenance tasks and documentation.

Safe, compliant, and reliable wagon performance.

Effective collaboration with operations and engineering teams.

Strong contribution to fleet reliability, operational efficiency, and service quality.



## 5.32. Rolling Stock Engineer

### Position Overview

The Rolling Stock Engineer is responsible for the technical integrity, performance, and lifecycle management of locomotives, wagons, and associated rail vehicles. This role provides engineering expertise to support maintenance teams, ensure regulatory compliance, optimize fleet reliability, and drive continuous improvement across rolling stock assets. The engineer plays a critical role in ensuring safe, efficient, and cost-effective rail operations through technical analysis, project management, and engineering oversight.

### Key Responsibilities

#### Engineering Support & Technical Expertise

Provide engineering guidance to maintenance teams on complex mechanical, electrical, and structural issues.

Analyse defects, failures, and performance trends to identify root causes and recommend corrective actions.

Develop and update technical specifications, maintenance instructions, and engineering standards.

Support the introduction of new rolling stock technologies and upgrades.

#### Fleet Reliability & Performance Management

Monitor fleet performance metrics such as availability, reliability, and failure rates.

Lead investigations into recurring defects, component failures, or operational incidents.

Implement engineering solutions to improve asset performance and reduce lifecycle costs.

Collaborate with operations and maintenance teams to optimize maintenance strategies.

#### Regulatory Compliance & Safety

Ensure rolling stock complies with national and international rail safety standards (e.g., UIC, ECM, TSI).

Support audits, inspections, and certification processes for locomotives and wagons.

Maintain technical documentation required for regulatory compliance.

Identify and mitigate engineering-related safety risks.

#### Project Management & Technical Upgrades



Lead engineering projects such as fleet refurbishments, component upgrades, and system modernizations.

Manage technical evaluations, feasibility studies, and cost-benefit analyses.

Coordinate with suppliers, workshops, and external engineering partners.

Oversee testing, commissioning, and validation of modifications or new equipment.

### **Documentation & Technical Reporting**

Prepare engineering reports, failure analyses, and technical recommendations.

Maintain accurate records of engineering changes, modifications, and technical approvals.

Support digital maintenance systems by providing technical data and configuration updates.

Contribute to long-term asset management planning.

### **Cross-Functional Collaboration**

Work closely with Maintenance Technicians, Fleet Managers, Safety teams, and Operations.

Provide training and technical briefings to maintenance and operational staff.

Support procurement teams with technical specifications and supplier evaluations.

Participate in multidisciplinary reviews and continuous improvement initiatives.

### **Required Qualifications**

#### **Education & Experience**

Bachelor's degree in mechanical, electrical, mechatronic, or rail engineering.

Experience in rolling stock engineering, heavy machinery, or industrial maintenance.

Familiarity with locomotive and wagon systems, components, and maintenance standards.

#### **Technical Skills**

Strong understanding of mechanical, electrical, pneumatic, and structural systems.

Ability to interpret engineering drawings, technical manuals, and regulatory standards.

Proficiency with diagnostic tools, engineering software, and maintenance management systems.

Knowledge of ECM (Entity in Charge of Maintenance) requirements and TSI standards.

#### **Soft Skills**



Strong analytical and problem-solving abilities.

Excellent communication and technical writing skills.

Ability to manage multiple projects and priorities.

Collaborative mindset with a proactive, detail-oriented approach.

### **Preferred Qualifications**

Master's degree in engineering or rail vehicle technology.

Experience with condition-based monitoring, predictive maintenance, or digital diagnostics.

Certification in project management or safety engineering.

Multilingual abilities depending on regional requirements.

### **What Success Looks Like**

High fleet reliability and reduced technical failures.

Effective engineering solutions that improve safety, performance, and lifecycle cost.

Strong collaboration with maintenance and operational teams.

Accurate, compliant technical documentation and engineering records.

Successful delivery of engineering projects and upgrades.



## 5.33. Fleet Manager – Rolling Stock

### Position Overview

The Fleet Manager – Rolling Stock is responsible for the strategic and operational management of the company's locomotive and wagon fleet. This role ensures that rolling stock assets are safe, compliant, reliable, and available to support rail freight operations. The Fleet Manager oversees maintenance planning, asset performance, lifecycle management, and coordination with workshops, engineering teams, and regulatory bodies. This position plays a critical role in optimizing fleet utilization, reducing downtime, and ensuring long-term asset value.

### Key Responsibilities

#### Fleet Strategy & Lifecycle Management

Develop and implement fleet strategies covering maintenance, renewal, refurbishment, and long-term asset planning.

Manage the lifecycle of locomotives and wagons, including acquisition, upgrades, and end-of-life decisions.

Conduct cost-benefit analyses to support investment decisions and fleet modernization initiatives.

Ensure alignment between fleet strategy and operational, commercial, and safety objectives.

#### Maintenance Oversight & Planning

Oversee preventive, corrective, and predictive maintenance programs for all rolling stock.

Coordinate with workshops, maintenance providers, and engineering teams to ensure timely and compliant maintenance execution.

Monitor maintenance performance, turnaround times, and workshop capacity.

Ensure maintenance activities comply with ECM (Entity in Charge of Maintenance) requirements and regulatory standards.

#### Fleet Performance & Reliability

Track key performance indicators such as availability, reliability, failure rates, and maintenance costs.

Analyse performance data to identify trends, recurring issues, and improvement opportunities.



Lead initiatives to enhance fleet reliability, reduce downtime, and optimize asset utilization.

Support root-cause investigations and corrective action plans for technical failures.

### **Regulatory Compliance & Safety**

Ensure all rolling stock complies with national and international rail safety standards (e.g., UIC, TSI, ECM).

Maintain accurate technical documentation, certifications, and compliance records.

Support audits, inspections, and regulatory reporting.

Promote a strong safety culture across all fleet-related activities.

### **Supplier & Stakeholder Management**

Manage relationships with maintenance providers, workshops, OEMs, and component suppliers.

Negotiate service agreements, maintenance contracts, and performance guarantees.

Collaborate with operations, engineering, procurement, and safety teams to ensure fleet readiness.

Represent the company in technical forums, industry groups, and regulatory discussions.

### **Budgeting & Cost Control**

Develop and manage the fleet maintenance and investment budget.

Monitor costs related to maintenance, repairs, leasing, and component replacements.

Identify opportunities for cost optimization without compromising safety or reliability.

Support financial planning through accurate forecasting and reporting.

### **Required Qualifications**

#### **Education & Experience**

Bachelor's degree in mechanical, electrical, rail engineering, or a related technical field.

Significant experience in rolling stock management, rail maintenance, or fleet operations.

Strong understanding of locomotive and wagon systems, maintenance standards, and regulatory frameworks.

#### **Technical Skills**



Expertise in rolling stock engineering, maintenance planning, and asset management.

Ability to interpret technical documentation, maintenance manuals, and regulatory requirements.

Proficiency with maintenance management systems, asset management tools, and performance analytics.

Knowledge of ECM requirements, TSI standards, and rail safety regulations.

### **Soft Skills**

Strong leadership and stakeholder-management abilities.

Excellent analytical, problem-solving, and decision-making skills.

Effective communication and negotiation capabilities.

Strategic mindset with a hands-on, operational approach.

### **Preferred Qualifications**

Master's degree in engineering, asset management, or rail vehicle technology.

Experience with digital maintenance, condition-based monitoring, or predictive analytics.

Project management certification or experience leading technical projects.

Multilingual abilities depending on regional requirements.

### **What Success Looks Like**

High fleet availability and reliability supporting operational performance.

Optimized maintenance costs and efficient use of rolling stock assets.

Strong compliance with safety and regulatory standards.

Effective collaboration with workshops, engineering teams, and operational stakeholders.

Long-term fleet strategy aligned with business growth and modernization goals.



## 5.34. Wagon Fleet Coordinator

### Position Overview

The Wagon Fleet Coordinator is responsible for the daily operational management, allocation, and monitoring of the freight wagon fleet. This role ensures that wagons are available, compliant, and positioned correctly to support rail freight operations. The coordinator acts as the central link between operations, maintenance, engineering, and customers, ensuring efficient wagon utilization, timely maintenance, and accurate fleet data. The position plays a key role in maintaining service reliability and optimizing wagon performance across the network.

### Key Responsibilities

#### Wagon Allocation & Operational Coordination

Allocate wagons to trains, customers, and terminals based on operational plans and capacity requirements.

Monitor wagon movements across the network to ensure correct positioning and availability.

Coordinate with operations teams, terminals, and planners to support daily train formation and cargo needs.

Respond to short-notice operational changes by reallocating wagons efficiently.

#### Fleet Monitoring & Performance Tracking

Track wagon status, availability, and utilization using fleet management systems.

Monitor wagon dwell times, cycle times, and operational bottlenecks.

Identify underutilized or idle wagons and propose corrective actions.

Support performance reporting through accurate and timely data updates.

#### Maintenance Coordination

Coordinate wagon maintenance activities with workshops, ECM providers, and engineering teams.

Ensure wagons due for inspection, repair, or overhaul are routed to appropriate facilities.

Track maintenance progress and ensure timely return of wagons to service.

Report defects, damage, or safety concerns identified during operations.

#### Compliance & Safety



Ensure wagons meet regulatory and ECM (Entity in Charge of Maintenance) requirements.

Maintain accurate records of wagon certifications, maintenance history, and technical status.

Support safety investigations and compliance audits related to wagon operations.

Promote safe handling and operational practices across the fleet.

### **Customer & Stakeholder Communication**

Communicate wagon availability, restrictions, or maintenance impacts to customers and internal teams.

Support customer requests for specific wagon types, capacities, or configurations.

Provide updates on wagon status, delays, or operational constraints.

Collaborate with commercial teams to align fleet availability with customer demand.

### **Data Management & Reporting**

Maintain accurate wagon data in fleet management and operational systems.

Prepare reports on wagon utilization, availability, maintenance status, and performance KPIs.

Support asset management activities through data analysis and forecasting.

Ensure data integrity across all fleet-related systems and documentation.

### **Required Qualifications**

#### **Education & Experience**

Vocational training or bachelor's degree in logistics, transportation, engineering, or a related field.

Experience in rail operations, wagon management, or intermodal logistics preferred.

Familiarity with wagon types, components, and maintenance requirements.

#### **Technical Skills**

Proficiency with fleet management systems, TMS, or maintenance platforms.

Understanding of wagon operations, maintenance cycles, and regulatory standards.

Ability to interpret wagon lists, technical data, and operational plans.

Strong analytical and data-management skills.

#### **Soft Skills**

Excellent coordination and communication abilities.



Strong organizational skills and attention to detail.

Ability to manage multiple priorities in a fast-paced operational environment.

Problem-solving mindset with a proactive and collaborative approach.

### **Preferred Qualifications**

Experience working with ECM-managed fleets or maintenance providers.

Knowledge of UIC standards, TSI regulations, and wagon certification requirements.

Multilingual abilities depending on regional needs.

Experience in asset management or fleet optimization.

### **What Success Looks Like**

High wagon availability and optimal utilization across the network.

Accurate, real-time fleet data supporting operational decision-making.

Smooth coordination between operations, maintenance, and commercial teams.

Reduced wagon downtime and improved fleet reliability.

Strong contribution to service quality, operational efficiency, and customer satisfaction.



## 5.35. Predictive Maintenance Analyst

### Position Overview

The Predictive Maintenance Analyst is responsible for monitoring, analysing, and interpreting condition-based data from locomotives, wagons, and other rolling stock assets to predict failures, optimize maintenance schedules, and improve fleet reliability. This role leverages digital tools, sensor data, and analytical models to identify early warning signs of component degradation. The analyst plays a key role in transitioning from reactive to predictive maintenance, reducing downtime, and supporting data-driven asset management.

### Key Responsibilities

#### Condition Monitoring & Data Analysis

Collect, monitor, and analyse data from onboard sensors, telematics, and diagnostic systems.

Identify patterns, anomalies, and early indicators of component wear or failure.

Use statistical models, trend analysis, and predictive algorithms to forecast maintenance needs.

Validate data quality and ensure accuracy across all monitoring platforms.

#### Predictive Maintenance Program Development

Support the design, implementation, and continuous improvement of predictive maintenance strategies.

Develop dashboards, alerts, and reporting tools to support maintenance decision-making.

Collaborate with engineering teams to refine predictive models and thresholds.

Recommend maintenance interventions based on data-driven insights.

#### Technical Investigations & Root-Cause Analysis

Participate in investigations of recurring failures or abnormal performance trends.

Provide analytical insights to support root-cause analysis and corrective actions.

Work with maintenance teams to validate findings and implement improvements.

Document technical conclusions and share learnings across the organization.

#### Cross-Functional Collaboration

Coordinate with Fleet Managers, Rolling Stock Engineers, and Maintenance Technicians to align predictive insights with operational needs.



Support maintenance planning by providing forecasts and risk assessments.

Collaborate with IT and digital teams to enhance data collection and system integration.

Communicate findings clearly to both technical and non-technical stakeholders.

### **Reporting & Documentation**

Prepare regular reports on asset health, predicted failures, and maintenance recommendations.

Maintain accurate records of predictive maintenance activities and outcomes.

Support KPI tracking related to reliability, availability, and maintenance efficiency.

Contribute to long-term asset management and lifecycle planning.

### **Required Qualifications**

#### **Education & Experience**

Bachelor's degree in engineering, data science, mechatronics, or a related technical field.

Experience in predictive maintenance, condition monitoring, or data analysis.

Familiarity with rolling stock systems, industrial equipment, or heavy machinery is an advantage.

#### **Technical Skills**

Strong analytical skills with experience in data analysis, trend monitoring, or statistical modelling.

Proficiency with diagnostic tools, telematics platforms, and maintenance management systems.

Knowledge of vibration analysis, thermography, oil analysis, or other condition-monitoring techniques.

Ability to interpret technical data, engineering drawings, and maintenance documentation.

#### **Soft Skills**

Strong problem-solving abilities and attention to detail.

Excellent communication skills, with the ability to translate data into actionable insights.

Collaborative mindset and ability to work across technical and operational teams.

Proactive, curious, and committed to continuous improvement.

### **Preferred Qualifications**



Experience with machine learning or predictive analytics tools.

Knowledge of ECM requirements, UIC standards, or rail maintenance regulations.

Familiarity with IoT platforms, sensor technologies, or digital twins.

Multilingual abilities depending on regional needs.

### **What Success Looks Like**

Accurate prediction of failures and early detection of component degradation.

Reduced unplanned downtime and improved fleet reliability.

Data-driven maintenance decisions that optimize cost and asset performance.

Strong collaboration with engineering, maintenance, and fleet management teams.

Continuous improvement of predictive models and monitoring systems.



## 5.36. Technical Inspector – Wagons / LOCs

### Position Overview

The Technical Inspector – Wagons / Locomotives is responsible for conducting detailed technical inspections, safety checks, and compliance assessments on freight wagons and locomotives. This role ensures that rolling stock assets meet regulatory, operational, and safety standards before entering or continuing service. The inspector plays a critical role in preventing technical failures, supporting maintenance quality, and safeguarding the integrity of rail operations.

### Key Responsibilities

#### Inspection & Compliance Verification

Perform routine and ad-hoc inspections on wagons and locomotives according to regulatory and internal standards.

Verify compliance with ECM (Entity in Charge of Maintenance) requirements, UIC standards, and national safety regulations.

Conduct pre-departure checks, brake tests, and technical validations.

Identify defects, wear, or non-compliant conditions and document findings accurately.

#### Technical Assessment & Diagnostics

Assess mechanical, structural, pneumatic, and electrical components for proper function and safety.

Diagnose issues related to braking systems, couplers, bogies, wheelsets, traction systems, and onboard equipment.

Use measurement tools, gauges, and diagnostic devices to evaluate component condition.

Recommend corrective actions and follow up on repairs to ensure compliance.

#### Safety Assurance

Ensure rolling stock is safe for operation and meets all mandatory safety criteria.

Report critical defects immediately and initiate withdrawal of unsafe vehicles from service.

Support incident investigations by providing technical expertise and inspection reports.

Promote a strong safety culture across maintenance and operational teams.

#### Documentation & Reporting

Prepare detailed inspection reports, defect lists, and compliance documentation.



Update digital maintenance and inspection systems with accurate technical data.

Maintain records required for audits, certifications, and regulatory reviews.

Provide clear handover notes and communicate findings to maintenance teams and supervisors.

### **Coordination with Maintenance & Operations**

Collaborate with maintenance technicians, workshops, and engineering teams to ensure timely repairs.

Verify the quality of completed maintenance work and approve vehicles for return to service.

Support fleet managers with technical insights and inspection trends.

Communicate operational impacts related to defects, maintenance needs, or safety restrictions.

### **Continuous Improvement**

Identify recurring defects or systemic issues and propose improvement measures.

Contribute to updates of inspection procedures, technical standards, and maintenance guidelines.

Participate in training activities to enhance technical knowledge across teams.

Support initiatives to improve fleet reliability and reduce technical failures.

### **Required Qualifications**

#### **Education & Experience**

Technical diploma or vocational training in mechanical, electrical, or rail engineering.

Experience in rolling stock inspection, wagon/locomotive maintenance, or heavy machinery servicing.

Familiarity with ECM requirements, UIC standards, and rail safety regulations.

#### **Technical Skills**

Strong understanding of wagon and locomotive systems, components, and failure modes.

Ability to interpret technical drawings, inspection manuals, and regulatory standards.

Proficiency with measurement tools, diagnostic equipment, and inspection software.

Knowledge of brake systems, wheelset condition assessment, and structural integrity checks.

#### **Soft Skills**



High attention to detail and strong analytical abilities.

Clear communication and reporting skills.

Ability to work independently and make sound technical judgments.

Strong sense of responsibility and commitment to safety.

### **Preferred Qualifications**

Certification as a rolling stock inspector or ECM-related qualification.

Experience with NDT (non-destructive testing) techniques.

Knowledge of digital inspection tools, telematics, or condition-based monitoring.

Multilingual abilities depending on regional requirements.

### **What Success Looks Like**

Accurate, thorough inspections ensuring safe and compliant rolling stock.

Early detection of defects, reducing failures and operational disruptions.

Strong collaboration with maintenance and operational teams.

High-quality documentation supporting compliance and fleet performance.

Tangible contribution to improved safety, reliability, and maintenance efficiency.



## 5.37. ECM (Entity in Charge of Maintenance) Manager

### Position Overview

The ECM (Entity in Charge of Maintenance) Manager is responsible for ensuring that all rolling stock locomotives, wagons, and associated rail vehicles—meets the highest standards of safety, reliability, and regulatory compliance. This role oversees the full maintenance management system defined under ECM regulations, ensuring that maintenance is planned, executed, monitored, and continuously improved. The ECM Manager plays a critical leadership role in safeguarding operational safety, optimizing fleet performance, and ensuring compliance with European and national rail maintenance requirements.

### Key Responsibilities

#### ECM System Leadership & Compliance

Lead and manage the ECM system across all four functions (Management, Maintenance Development, Fleet Maintenance Management, and Maintenance Delivery).

Ensure full compliance with EU ECM Regulation (EU 2019/779) and national safety requirements.

Maintain and continuously improve the ECM management system, including policies, procedures, and documentation.

Prepare for and support ECM certification, audits, and regulatory inspections.

#### Maintenance Governance & Oversight

Oversee the development and approval of maintenance plans, technical specifications, and maintenance instructions.

Ensure maintenance activities are executed safely, consistently, and in accordance with approved standards.

Monitor maintenance provider performance, including workshops, depots, and subcontractors.

Validate that rolling stock is safe to operate and meets all technical and regulatory requirements.

#### Fleet Safety & Risk Management

Identify, assess, and mitigate risks related to rolling stock maintenance and technical performance.

Lead investigations into technical incidents, failures, or safety-related events.

Implement corrective and preventive actions to avoid recurrence.



Ensure safety-critical information is communicated effectively across the organization.

### **Performance Monitoring & Continuous Improvement**

Track KPIs such as reliability, availability, failure rates, and maintenance quality.

Analyse performance data to identify trends, systemic issues, and improvement opportunities.

Drive initiatives to enhance maintenance efficiency, reduce downtime, and optimize lifecycle costs.

Promote a culture of continuous improvement and technical excellence.

### **Stakeholder & Supplier Management**

Manage relationships with maintenance providers, ECM partners, workshops, and engineering teams.

Collaborate with Fleet Managers, Rolling Stock Engineers, and Operations to align maintenance with operational needs.

Support procurement with technical specifications and supplier evaluations.

Represent the company in regulatory, technical, and industry forums.

### **Documentation & Technical Reporting**

Maintain accurate and complete ECM documentation, including maintenance records, risk assessments, and compliance files.

Prepare reports for internal stakeholders, regulators, and certification bodies.

Ensure data integrity across maintenance management systems and technical databases.

Oversee configuration management and technical change control processes.

### **Required Qualifications**

#### **Education & Experience**

Bachelor's or master's degree in mechanical, electrical, rail engineering, or a related technical field.

Extensive experience in rolling stock maintenance, fleet management, or rail safety management.

Strong understanding of ECM regulations, rail safety frameworks, and maintenance standards.

#### **Technical Skills**



Expertise in rolling stock systems, maintenance planning, and technical risk management.

Strong knowledge of ECM requirements, UIC standards, TSI regulations, and safety management systems.

Proficiency with maintenance management systems, asset management tools, and performance analytics.

Ability to interpret technical documentation, engineering drawings, and regulatory guidelines.

### **Soft Skills**

Strong leadership and decision-making abilities.

Excellent communication and stakeholder-management skills.

Analytical mindset with a structured, detail-oriented approach.

Ability to manage complex technical systems and cross-functional teams.

### **Preferred Qualifications**

ECM certification or experience managing an ECM-certified organization.

Experience with digital maintenance, predictive analytics, or condition-based monitoring.

Project management certification or experience leading technical programs.

Multilingual abilities depending on regional requirements.

### **What Success Looks Like**

Fully compliant ECM system with strong audit and certification performance.

High fleet reliability, safety, and availability.

Effective governance of maintenance activities and technical risk.

Strong collaboration across engineering, maintenance, and operational teams.

Continuous improvement of maintenance processes and asset performance.



## 5.38. Heavy Maintenance Workshop Manager

### Position Overview

The Heavy Maintenance Workshop Manager is responsible for leading and overseeing all heavy maintenance, overhaul, and refurbishment activities for locomotives, wagons, and other rolling stock assets. This role ensures that major maintenance work is executed safely, efficiently, and in full compliance with ECM, regulatory, and technical standards. The manager provides operational leadership, technical oversight, and resource planning to ensure high-quality maintenance output, optimized workshop performance, and maximum fleet availability.

### Key Responsibilities

#### Workshop Leadership & Operations Management

Lead and manage daily operations of the heavy maintenance workshop, including planning, scheduling, and resource allocation.

Ensure maintenance tasks—overhauls, component replacements, structural repairs, and refurbishments—are completed on time and to required standards.

Supervise workshop teams, including technicians, inspectors, and support staff.

Maintain a safe, organized, and efficient working environment.

#### Technical Oversight & Quality Assurance

Ensure all maintenance activities comply with ECM requirements, OEM specifications, and regulatory standards (UIC, TSI, national rules).

Oversee technical inspections, quality checks, and acceptance procedures for completed work.

Provide technical guidance on complex repairs, modifications, and engineering issues.

Collaborate with Rolling Stock Engineers to resolve technical challenges and implement improvements.

#### Maintenance Planning & Coordination

Develop and manage heavy maintenance schedules, ensuring alignment with fleet availability needs.

Coordinate with Fleet Managers, Operations, and Engineering to prioritize maintenance tasks.

Ensure timely procurement of parts, tools, and materials required for workshop activities.

Monitor progress of maintenance projects and adjust plans to meet operational deadlines.



## **Safety & Compliance**

Enforce strict adherence to safety protocols, lockout/tagout procedures, and workshop safety rules.

Ensure compliance with ECM Function 4 (Maintenance Delivery) requirements.

Conduct safety briefings, toolbox talks, and risk assessments.

Report incidents, near misses, and non-compliance issues, and lead corrective actions.

## **Performance Management & Continuous Improvement**

Track workshop KPIs such as turnaround times, productivity, quality performance, and cost efficiency.

Identify bottlenecks, inefficiencies, and improvement opportunities.

Implement lean maintenance practices, process optimization, and technical upgrades.

Support training and development of workshop staff to enhance technical capability.

## **Budgeting & Resource Management**

Manage the workshop budget, including labor, materials, tools, and equipment.

Optimize resource utilization while maintaining high maintenance quality.

Support investment planning for workshop upgrades, tooling, and infrastructure.

Evaluate and manage external service providers and subcontractors when required.

## **Documentation & Reporting**

Ensure accurate documentation of maintenance activities, inspections, and technical findings.

Maintain compliance records for audits, certifications, and regulatory reviews.

Prepare reports on workshop performance, maintenance progress, and fleet condition.

Support configuration management and technical change control processes.

## **Required Qualifications**

### **Education & Experience**

Bachelor's degree or vocational training in mechanical, electrical, or rail engineering.

Significant experience in rolling stock maintenance, heavy workshop operations, or industrial maintenance management.

Strong understanding of locomotive and wagon systems, overhaul processes, and maintenance standards.

### **Technical Skills**



Expertise in heavy maintenance, component overhaul, and structural repair techniques.

Knowledge of ECM regulations, UIC standards, and TSI requirements.

Ability to interpret technical drawings, maintenance manuals, and engineering specifications.

Proficiency with maintenance management systems and workshop planning tools.

### **Soft Skills**

Strong leadership and team-management abilities.

Excellent communication and coordination skills.

Analytical mindset with strong problem-solving capabilities.

Ability to manage multiple priorities in a dynamic workshop environment.

Commitment to safety, quality, and continuous improvement.

### **Preferred Qualifications**

Experience managing an ECM-certified maintenance facility.

Training in lean maintenance, Six Sigma, or industrial process optimization.

Familiarity with digital maintenance tools, condition-based monitoring, or predictive analytics.

Multilingual abilities depending on regional requirements.

### **What Success Looks Like**

High-quality heavy maintenance delivered safely, on time, and within budget.

Improved fleet reliability, availability, and lifecycle performance.

Strong workshop productivity and optimized resource utilization.

Full compliance with ECM, regulatory, and technical standards.

Effective leadership that builds a skilled, motivated, and safety-focused workshop team.



## 5.39. Spare Parts & Workshop Logistics Coordinator

### Position Overview

The Spare Parts & Workshop Logistics Coordinator is responsible for managing the flow, availability, and accuracy of spare parts, tools, and materials required for rolling stock maintenance activities. This role ensures that workshops both light and heavy maintenance are supplied efficiently, inventory levels are optimized, and logistics processes support uninterrupted maintenance operations. The coordinator plays a vital role in ensuring fleet reliability, minimizing downtime, and maintaining compliance with ECM and safety standards.

### Key Responsibilities

#### Inventory Management & Parts Availability

Maintain optimal stock levels of spare parts, consumables, and critical components for locomotives and wagons.

Monitor inventory levels, reorder points, and lead times to prevent shortages or overstocking.

Conduct regular stock checks, cycle counts, and inventory audits.

Ensure accurate tracking of parts usage and stock movements in inventory management systems.

#### Workshop Supply & Logistics Coordination

Coordinate the timely delivery of parts, tools, and materials to maintenance teams and workshop areas.

Prepare kits for scheduled maintenance tasks, overhauls, and repair projects.

Manage inbound and outbound logistics for parts, including receiving, storage, and dispatch.

Ensure proper handling, labeling, and storage of components, including hazardous materials when applicable.

#### Supplier & Procurement Support

Collaborate with procurement teams to source spare parts, negotiate delivery schedules, and manage supplier performance.

Track purchase orders, delivery timelines, and supplier reliability.

Communicate urgent needs or supply risks to procurement and workshop management.

Support evaluation of new suppliers, components, and logistics partners.



## **Documentation & System Management**

Maintain accurate records of parts usage, stock levels, and logistics transactions.

Update inventory management systems, maintenance platforms, and ERP tools.

Ensure documentation complies with ECM requirements, traceability rules, and audit standards.

Prepare reports on inventory status, consumption trends, and logistics performance.

## **Compliance & Safety**

Ensure all storage and handling activities comply with safety regulations, ECM standards, and environmental requirements.

Maintain a clean, organized, and safe warehouse and workshop logistics environment.

Support audits, inspections, and compliance reviews related to parts traceability and logistics processes.

Report safety hazards, damaged components, or non-compliant conditions.

## **Continuous Improvement**

Identify opportunities to improve inventory accuracy, logistics efficiency, and workshop supply processes.

Support implementation of lean logistics, 5S, and process optimization initiatives.

Contribute to digitalization efforts such as barcode scanning, automated stock tracking, or predictive inventory tools.

Provide feedback to engineering and maintenance teams on recurring parts issues or supply bottlenecks.

## **Required Qualifications**

### **Education & Experience**

Vocational training or bachelor's degree in logistics, supply chain, engineering, or a related field.

Experience in warehouse operations, spare parts management, or workshop logistics.

Familiarity with rolling stock components, maintenance processes, or industrial spare parts is an advantage.

### **Technical Skills**

Proficiency with inventory management systems, ERP platforms, and digital logistics tools.



Understanding of spare parts classification, storage requirements, and logistics workflows.

Ability to interpret maintenance plans, parts lists, and technical documentation.

Strong data-management and reporting skills.

### **Soft Skills**

Excellent organizational and coordination abilities.

Strong communication and teamwork skills.

Attention to detail and a proactive, problem-solving mindset.

Ability to work in a fast-paced maintenance environment with shifting priorities.

### **Preferred Qualifications**

Experience in rail maintenance logistics or ECM-related environments.

Knowledge of UIC standards, TSI requirements, or maintenance traceability rules.

Training in lean logistics, 5S, or warehouse optimization.

Multilingual abilities depending on regional needs.

### **What Success Looks Like**

High parts availability supporting uninterrupted maintenance operations.

Accurate inventory records and efficient logistics workflows.

Strong collaboration with workshops, procurement, and engineering teams.

Reduced maintenance delays caused by parts shortages or logistics issues.

Continuous improvement of warehouse and workshop supply processes.



# Infrastructure, Track & Signalling

## 5.40. Track Maintenance Technician

### Position Overview

The Track Maintenance Technician is responsible for inspecting, maintaining, and repairing railway track infrastructure to ensure safe, reliable, and efficient train operations. This role involves hands-on work with track components, including rails, sleepers, ballast, switches, and crossings. The technician plays a critical role in preventing infrastructure failures, supporting planned maintenance programs, and responding to urgent repair needs across the rail network.

### Key Responsibilities

#### Track Inspection & Condition Monitoring

Conduct routine inspections of track geometry, alignment, ballast condition, and structural integrity.

Identify defects such as rail wear, cracks, loose fastenings, sleeper damage, or ballast fouling.

Use measurement tools (e.g., gauges, levels, ultrasonic devices) to assess track condition.

Document inspection findings and report urgent issues to supervisors.

#### Preventive & Corrective Maintenance

Perform maintenance tasks including rail grinding, fastening replacement, sleeper renewal, and ballast tamping.

Assist with the installation, adjustment, and repair of switches, crossings, and expansion joints.

Support track renewal projects, including rail replacement and ballast cleaning.

Ensure all work is carried out according to technical standards and safety procedures.

#### Emergency Response & Repairs

Respond to infrastructure incidents such as track defects, obstructions, or weather-related damage.

Carry out temporary or permanent repairs to restore safe operations.

Coordinate with operations teams to minimize service disruptions during emergency interventions.

Participate in on-call rotations when required.

### Safety & Compliance



Follow all safety protocols, worksite protection rules, and rail infrastructure regulations.

Ensure compliance with national standards, internal procedures, and technical specifications.

Maintain a safe working environment and report hazards or unsafe conditions.

Participate in safety briefings, toolbox talks, and risk assessments.

### **Tools, Equipment & Machinery**

Operate and maintain track maintenance tools and machinery (e.g., tampers, grinders, hydraulic tools).

Ensure equipment is used safely and kept in good working condition.

Report equipment defects and support routine servicing.

Assist with logistics for materials, tools, and worksite setup.

### **Documentation & Reporting**

Complete inspection reports, maintenance logs, and defect records accurately.

Update digital maintenance systems with work performed and materials used.

Provide clear handover notes for ongoing or upcoming maintenance tasks.

Support data collection for asset management and performance monitoring.

### **Required Qualifications**

#### **Education & Experience**

Vocational training or technical diploma in civil engineering, rail infrastructure, or a related field.

Experience in track maintenance, construction, or heavy outdoor work preferred.

Familiarity with railway infrastructure components and maintenance standards is an advantage.

#### **Technical Skills**

Knowledge of track geometry, rail components, and maintenance techniques.

Ability to use measurement tools, hand tools, and light machinery.

Understanding of rail safety rules, worksite protection, and infrastructure regulations.

Basic mechanical aptitude and ability to interpret technical instructions.

#### **Soft Skills**

Strong teamwork and communication abilities.



High attention to detail and commitment to safety.

Physical stamina and ability to work in outdoor, all-weather environments.

Reliability, discipline, and a proactive work ethic.

### **Preferred Qualifications**

Certification in rail track maintenance or infrastructure safety.

Experience with mechanized track maintenance equipment.

Knowledge of signalling interfaces and track-side systems.

Multilingual abilities depending on regional requirements.

### **What Success Looks Like**

Safe, reliable track infrastructure with minimal defects and disruptions.

Accurate inspections and timely completion of maintenance tasks.

Strong collaboration with infrastructure, operations, and safety teams.

High compliance with technical and safety standards.

Tangible contribution to network reliability and operational performance.



## 5.41. Permanent Way Worker

### Position Overview

The Permanent Way Worker is responsible for the construction, inspection, maintenance, and repair of railway track infrastructure, ensuring safe and reliable conditions for train operations. This role involves hands-on work with track components such as rails, sleepers, ballast, switches, and crossings. Permanent Way Workers play a vital role in maintaining the integrity of the rail network, supporting both planned maintenance and emergency response activities.

### Key Responsibilities

#### Track Construction & Maintenance

Assist in the installation, renewal, and repair of track components including rails, sleepers, fastenings, and ballast.

Support major track works such as re-railing, sleeper replacement, tamping, and ballast cleaning.

Participate in the construction and adjustment of switches, crossings, and track geometry.

Ensure all work is carried out according to engineering standards and safety procedures.

#### Inspection & Condition Monitoring

Conduct basic inspections to identify defects such as loose fastenings, damaged sleepers, rail wear, or ballast issues.

Use hand tools and measurement devices to assess track condition.

Report defects promptly to supervisors and support follow-up maintenance actions.

Assist with track geometry checks and monitoring activities.

#### Emergency Response & Repairs

Respond to urgent infrastructure issues such as track defects, obstructions, or weather-related damage.

Carry out temporary or permanent repairs to restore safe operations.

Support on-call duties and emergency interventions when required.

Coordinate with operations teams to minimize service disruptions.

#### Safety & Worksite Protection

Follow all safety protocols, worksite protection rules, and rail infrastructure regulations.



Participate in safety briefings, toolbox talks, and risk assessments.

Maintain a safe working environment and report hazards or unsafe conditions.

Ensure proper use of PPE and adherence to safe working practices.

### **Tools, Equipment & Machinery**

Operate and maintain hand tools and light machinery used in track maintenance (e.g., drills, grinders, hydraulic tools).

Assist with the setup and dismantling of worksites, including signage and protection equipment.

Report equipment defects and support routine servicing.

Handle materials, tools, and components safely and efficiently.

### **Documentation & Reporting**

Record work performed, materials used, and defects identified.

Provide clear handover notes for ongoing or upcoming maintenance tasks.

Support data collection for asset management and maintenance planning.

Ensure accurate documentation in line with internal procedures.

### **Required Qualifications**

#### **Education & Experience**

Vocational training or experience in construction, civil engineering, or heavy outdoor work.

Experience in rail infrastructure or track maintenance is an advantage.

Familiarity with railway components and maintenance standards preferred.

#### **Technical Skills**

Basic understanding of track components, geometry, and maintenance techniques.

Ability to use hand tools, measurement devices, and light machinery.

Knowledge of rail safety rules and worksite protection procedures.

Physical capability to perform manual labour in outdoor environments.

#### **Soft Skills**

Strong teamwork and communication abilities.

High attention to detail and commitment to safety.

Reliability, discipline, and a proactive work ethic.



Ability to work in all weather conditions and adapt to changing priorities.

### **Preferred Qualifications**

Certification in track safety or rail infrastructure maintenance.

Experience with mechanized track maintenance equipment.

Knowledge of signalling interfaces and track-side systems.

Multilingual abilities depending on regional requirements.

### **What Success Looks Like**

Safe, well-maintained track infrastructure with minimal defects.

Timely completion of maintenance tasks and effective support during emergencies.

Strong collaboration with track teams, supervisors, and operations.

High compliance with safety and technical standards.

Tangible contribution to network reliability and operational performance.



## 5.42. Signalling Technician

### Position Overview

The Signalling Technician is responsible for the installation, inspection, maintenance, and repair of railway signalling systems to ensure safe and reliable train operations. This role covers both mechanical and electronic signalling equipment, including interlockings, point machines, signals, track circuits, axle counters, and level-crossing systems. The technician plays a critical role in preventing signalling failures, supporting operational safety, and maintaining the integrity of the rail network.

### Key Responsibilities

#### Inspection & Preventive Maintenance

Conduct routine inspections of signalling equipment, including signals, interlockings, point machines, and detection systems.

Perform preventive maintenance tasks according to technical standards and maintenance schedules.

Test and verify the correct functioning of signalling circuits, relays, and control systems.

Document inspection results and report any deviations or defects.

#### Corrective Maintenance & Repairs

Diagnose faults in signalling systems using testing equipment, diagnostic tools, and technical documentation.

Repair or replace defective components such as relays, cables, sensors, and mechanical assemblies.

Restore signalling systems to safe operational condition following failures or incidents.

Support emergency interventions and on-call duties when required.

#### Installation & Commissioning

Assist with the installation, wiring, and configuration of new signalling equipment.

Support commissioning activities, including functional testing and system validation.

Ensure installations comply with engineering specifications, safety rules, and regulatory standards.

Collaborate with engineering teams during upgrades or modernization projects.

#### Safety & Compliance

Follow all safety protocols, worksite protection rules, and signalling regulations.



Ensure compliance with national signalling standards, internal procedures, and safety management systems.

Participate in safety briefings, toolbox talks, and risk assessments.

Report hazards, unsafe conditions, or equipment defects promptly.

### **Technical Documentation & Reporting**

Maintain accurate records of maintenance activities, inspections, and repairs.

Update digital maintenance systems with technical data and work performed.

Provide clear handover notes for ongoing or upcoming tasks.

Support audits, compliance checks, and technical investigations.

### **Tools, Equipment & System Knowledge**

Operate testing devices such as multimeters, relay testers, and signalling diagnostic tools.

Maintain tools and equipment in safe working condition.

Stay updated on signalling technologies, standards, and system upgrades.

Support training and knowledge-sharing within the signalling team.

### **Required Qualifications**

#### **Education & Experience**

Vocational training or technical diploma in electrical engineering, electronics, telecommunications, or rail signalling.

Experience in signalling maintenance, industrial electrical systems, or rail infrastructure preferred.

Familiarity with signalling principles, interlocking systems, and detection technologies.

#### **Technical Skills**

Strong understanding of electrical circuits, control systems, and signalling logic.

Ability to read wiring diagrams, technical drawings, and signalling schematics.

Proficiency with diagnostic tools, testing equipment, and maintenance software.

Knowledge of national signalling standards and safety regulations.

#### **Soft Skills**

Strong analytical and problem-solving abilities.

High attention to detail and commitment to safety.



Effective communication and teamwork skills.

Ability to work independently and manage tasks in a dynamic environment.

### **Preferred Qualifications**

Certification in signalling maintenance or rail safety.

Experience with electronic interlockings, axle counters, or digital signalling systems.

Knowledge of telecom systems, fibre optics, or SCADA interfaces.

Multilingual abilities depending on regional requirements.

### **What Success Looks Like**

Reliable, safe signalling systems with minimal failures or disruptions.

Accurate inspections and timely completion of maintenance tasks.

Strong collaboration with track, operations, and engineering teams.

High compliance with signalling standards and safety requirements.

Tangible contribution to network safety, reliability, and operational performance.



## 5.43. ERTMS/ETCS Technician

### Position Overview

The ERTMS/ETCS Technician is responsible for the installation, testing, maintenance, and troubleshooting of European Rail Traffic Management System (ERTMS) and European Train Control System (ETCS) equipment. This role ensures the safe and reliable operation of digital signalling and train control systems across the rail network. The technician plays a critical role in supporting modern, interoperable rail operations by maintaining high-availability, safety-critical systems that form the backbone of advanced train protection and control.

### Key Responsibilities

#### System Installation & Commissioning

Assist with the installation, wiring, and configuration of ERTMS/ETCS trackside and onboard equipment.

Support commissioning activities, including functional testing, calibration, and validation of ETCS components.

Ensure installations comply with technical specifications, interoperability standards, and safety requirements.

Collaborate with engineering teams during system upgrades, migrations, or new deployments.

#### Inspection & Preventive Maintenance

Conduct routine inspections of ETCS balises, LEUs (Lineside Electronic Units), RBC (Radio Block Centre) interfaces, and GSM-R/FRMCS communication systems.

Perform preventive maintenance tasks according to OEM guidelines and maintenance schedules.

Verify correct functioning of data transmission, train detection, and safety-critical logic.

Document inspection results and escalate deviations or anomalies.

#### Fault Diagnosis & Corrective Maintenance

Diagnose faults in ETCS components using diagnostic tools, software interfaces, and technical documentation.

Repair or replace defective equipment such as balises, cables, antennas, LEUs, or communication modules.

Restore system functionality following failures, incidents, or operational disruptions.

Support emergency interventions and on-call duties when required.



## **System Testing & Validation**

Perform functional and integration tests on ETCS subsystems after maintenance or upgrades.

Validate communication between onboard and trackside systems, including RBC handovers and balise data.

Support testing during ETCS level transitions (Level 1, Level 2, hybrid configurations).

Ensure test results are accurately recorded and compliant with safety standards.

## **Safety & Compliance**

Follow all safety protocols, worksite protection rules, and signalling regulations.

Ensure compliance with CENELEC standards (EN 50126/50128/50129), ETCS specifications, and national safety rules.

Participate in safety briefings, toolbox talks, and risk assessments.

Report hazards, unsafe conditions, or equipment defects promptly.

## **Documentation & Reporting**

Maintain accurate records of maintenance activities, inspections, tests, and repairs.

Update digital maintenance systems with technical data and work performed.

Provide clear handover notes for ongoing or upcoming tasks.

Support audits, compliance checks, and technical investigations.

## **Collaboration & Knowledge Sharing**

Work closely with signalling engineers, telecom technicians, operations teams, and system suppliers.

Support training and knowledge-sharing initiatives within the signalling and ERTMS teams.

Stay updated on evolving ERTMS/ETCS standards, technologies, and system upgrades.

Contribute to continuous improvement of maintenance processes and system reliability.

## **Required Qualifications**

### **Education & Experience**

Vocational training or technical diploma in electrical engineering, electronics, telecommunications, or signalling.

Experience in signalling, telecom systems, or digital train control systems preferred.



Familiarity with ERTMS/ETCS principles, architecture, and components is an advantage.

### **Technical Skills**

Strong understanding of digital signalling, communication systems, and control logic.

Ability to read wiring diagrams, signalling schematics, and ETCS technical documentation.

Proficiency with diagnostic tools, testing equipment, and maintenance software.

Knowledge of GSM-R/FRMCS, balise technology, LEUs, and RBC interfaces.

### **Soft Skills**

Strong analytical and problem-solving abilities.

High attention to detail and commitment to safety.

Effective communication and teamwork skills.

Ability to work independently and manage tasks in a dynamic environment.

### **Preferred Qualifications**

Certification in ERTMS/ETCS maintenance or signalling safety.

Experience with ETCS Level 1/Level 2 systems, RBC testing, or onboard diagnostics.

Knowledge of CENELEC standards and safety-critical system requirements.

Multilingual abilities depending on regional needs.

### **What Success Looks Like**

High availability and reliability of ERTMS/ETCS systems across the network.

Accurate inspections and timely completion of maintenance tasks.

Strong collaboration with signalling, telecom, and engineering teams.

Full compliance with ERTMS/ETCS standards and safety requirements.

Tangible contribution to safer, more efficient, and interoperable rail operations.



## 5.44. Overhead Line (Catenary) Technician

### Position Overview

The Overhead Line (Catenary) Technician is responsible for the inspection, maintenance, repair, and installation of overhead contact systems (OCS) that supply electrical power to trains. This role ensures the safe, reliable, and continuous operation of electrified rail infrastructure. The technician works with high-voltage equipment, support structures, tensioning systems, and associated components, playing a critical role in preventing power supply failures and supporting both planned and emergency maintenance activities.

### Key Responsibilities

#### Inspection & Condition Monitoring

Conduct routine inspections of overhead line equipment (OLE), including contact wires, droppers, masts, insulators, tensioning devices, and support structures.

Identify defects such as wire wear, misalignment, corrosion, damaged fittings, or tension irregularities.

Use measurement tools and diagnostic equipment to assess system condition and compliance with technical standards.

Document inspection findings and escalate critical issues.

#### Preventive & Corrective Maintenance

Perform scheduled maintenance tasks such as wire adjustment, component replacement, lubrication, and tensioning system calibration.

Repair or replace damaged components including insulators, clamps, droppers, and support arms.

Ensure all maintenance work complies with electrical safety rules, engineering standards, and regulatory requirements.

Support major renewal projects, including wire replacement and mast installation.

#### High-Voltage Safety & Worksite Protection

Work safely with high-voltage systems following strict electrical isolation and lockout/tagout procedures.

Set up safe work zones, grounding equipment, and protective measures for overhead line work.

Participate in safety briefings, toolbox talks, and risk assessments.

Report hazards, unsafe conditions, or equipment defects immediately.



## **Emergency Response & Fault Repairs**

Respond to overhead line failures, storm damage, or power supply disruptions.

Carry out temporary or permanent repairs to restore safe electrical operation.

Coordinate with operations and signalling teams to minimize service interruptions.

Participate in on-call rotations and emergency response teams when required.

## **Tools, Equipment & Machinery**

Operate specialized OLE equipment such as elevated work platforms, rail-mounted maintenance vehicles, and tensioning tools.

Maintain tools and equipment in safe working condition.

Ensure proper handling and storage of electrical components and materials.

Support logistics for materials, tools, and worksite setup.

## **Documentation & Reporting**

Complete maintenance logs, inspection reports, and defect records accurately.

Update digital maintenance systems with work performed, materials used, and technical data.

Provide clear handover notes for ongoing or upcoming tasks.

Support audits, compliance checks, and asset management activities.

## **Required Qualifications**

### **Education & Experience**

Vocational training or technical diploma in electrical engineering, electromechanics, or rail infrastructure.

Experience in overhead line maintenance, electrical systems, or high-voltage work preferred.

Familiarity with railway electrification systems and OLE standards is an advantage.

### **Technical Skills**

Strong understanding of high-voltage electrical systems, catenary components, and power distribution.

Ability to read technical drawings, wiring diagrams, and OLE schematics.

Proficiency with diagnostic tools, measurement devices, and maintenance equipment.

Knowledge of electrical safety rules, isolation procedures, and rail infrastructure regulations.



### **Soft Skills**

Strong teamwork and communication abilities.

High attention to detail and commitment to safety.

Ability to work at heights and in outdoor, all-weather environments.

Reliability, discipline, and a proactive work ethic.

### **Preferred Qualifications**

Certification in overhead line maintenance or high-voltage electrical work.

Experience with mechanized OLE maintenance vehicles or specialized tools.

Knowledge of SCADA systems, power supply interfaces, or substation equipment.

Multilingual abilities depending on regional requirements.

### **What Success Looks Like**

Reliable, safe overhead line systems with minimal failures or disruptions.

Accurate inspections and timely completion of maintenance tasks.

Strong collaboration with signalling, track, and operations teams.

High compliance with electrical and safety standards.

Tangible contribution to network reliability and operational performance.



## 5.45. Track Engineer

### Position Overview

The Track Engineer is responsible for the technical integrity, performance, and lifecycle management of the railway track infrastructure. This role provides engineering expertise to support maintenance teams, ensure compliance with standards, optimize asset performance, and drive continuous improvement across the permanent way. The Track Engineer plays a critical role in ensuring safe, reliable, and efficient train operations through technical analysis, project management, and engineering oversight.

### Key Responsibilities

#### Engineering Support & Technical Expertise

Provide technical guidance to maintenance teams on track geometry, structural integrity, and component performance.

Analyse defects, failures, and degradation patterns to identify root causes and recommend corrective actions.

Develop and update technical standards, maintenance instructions, and engineering specifications.

Support the introduction of new materials, technologies, and maintenance methods.

#### Asset Performance & Condition Monitoring

Monitor track condition using inspection data, geometry measurements, and asset management systems.

Evaluate trends in wear, settlement, rail defects, and ballast condition.

Identify high-risk areas and propose targeted maintenance or renewal interventions.

Support predictive and condition-based maintenance strategies.

#### Project Management & Infrastructure Upgrades

Lead or support track renewal, enhancement, and construction projects.

Prepare technical designs, feasibility studies, and cost estimates.

Coordinate with contractors, surveyors, and internal teams during project execution.

Oversee testing, commissioning, and acceptance of completed works.

#### Safety & Regulatory Compliance

Ensure track infrastructure complies with national standards, internal rules, and safety management systems.

Participate in safety investigations and technical incident reviews.

Conduct risk assessments and implement mitigation measures.

Support audits, inspections, and regulatory reporting.

#### Maintenance Planning & Optimization

Collaborate with maintenance planners to prioritize work based on risk, condition, and operational needs.

Optimize maintenance strategies to improve reliability and reduce lifecycle costs.

Validate maintenance quality and ensure adherence to engineering requirements.

Provide technical input for possession planning and worksite protection.

#### Documentation & Reporting

Prepare engineering reports, technical analyses, and recommendations.

Maintain accurate records of engineering changes, asset condition, and project documentation.



Update digital asset management systems with technical data and configuration changes.

Support long-term infrastructure planning and budgeting.

### **Cross-Functional Collaboration**

Work closely with Permanent Way teams, signalling, electrification, operations, and safety departments.

Provide technical training and briefings to maintenance and operational staff.

Support procurement with technical specifications and supplier evaluations.

Participate in multidisciplinary reviews and continuous improvement initiatives.

### **Required Qualifications**

#### **Education & Experience**

Bachelor's degree in civil engineering, rail engineering, or a related technical field.

Experience in track engineering, infrastructure maintenance, or railway construction.

Familiarity with track geometry, materials, and maintenance standards.

#### **Technical Skills**

Strong understanding of track design, structural behaviour, and degradation mechanisms.

Ability to interpret engineering drawings, survey data, and technical specifications.

Proficiency with track geometry tools, asset management systems, and engineering software.

Knowledge of national rail standards, safety rules, and infrastructure regulations.

#### **Soft Skills**

Strong analytical and problem-solving abilities.

Excellent communication and technical writing skills.

Ability to manage multiple projects and priorities.

Collaborative mindset with a proactive, detail-oriented approach.

#### **Preferred Qualifications**

Master's degree in civil or rail engineering.

Experience with mechanized track maintenance, predictive analytics, or digital inspection tools.

Certification in project management or safety engineering.

Multilingual abilities depending on regional requirements.

#### **What Success Looks Like**

Safe, reliable track infrastructure with improved performance and reduced failures.

Effective engineering solutions that optimize maintenance and lifecycle cost.

Strong collaboration with maintenance, operations, and safety teams.

Accurate, compliant technical documentation and engineering records.

Successful delivery of track renewal and enhancement projects.



## 5.47. Electrical Systems Technician (Rail)

### Position Overview

The Infrastructure Maintenance Supervisor is responsible for leading and coordinating maintenance activities across railway infrastructure assets, including track, signalling, electrification, and civil structures. This role ensures that maintenance work is carried out safely, efficiently, and in compliance with technical and regulatory standards. The supervisor provides day-to-day leadership to maintenance teams, oversees work planning and execution, and plays a key role in maintaining the reliability and safety of the rail network.

### Key Responsibilities

#### Team Leadership & Work Coordination

Lead and supervise maintenance crews performing track, signalling, electrification, or civil infrastructure tasks.

Plan, allocate, and monitor daily work activities to ensure timely and high-quality execution.

Provide technical guidance, coaching, and support to team members.

Ensure proper staffing, shift planning, and resource allocation for maintenance operations.

#### Maintenance Planning & Execution

Coordinate preventive, corrective, and emergency maintenance activities across infrastructure assets.

Review work orders, technical instructions, and maintenance schedules to prioritize tasks.

Ensure maintenance work complies with engineering standards, safety rules, and operational requirements.

Monitor progress on worksites and adjust plans as needed to meet deadlines.

#### Safety Management & Worksite Protection

Enforce strict adherence to safety protocols, worksite protection rules, and rail infrastructure regulations.

Conduct safety briefings, toolbox talks, and risk assessments before work begins.

Ensure proper use of PPE, tools, and equipment.

Report incidents, near misses, and unsafe conditions, and lead corrective actions.

#### Quality Assurance & Technical Oversight

Inspect completed work to ensure compliance with technical specifications and quality standards.

Identify recurring defects or systemic issues and propose improvement measures.

Support technical investigations and root-cause analyses following failures or incidents.

Collaborate with engineers to implement technical upgrades or process improvements.

#### Emergency Response & Incident Support

Lead maintenance teams during emergency interventions such as infrastructure failures, weather-related damage, or operational disruptions.

Coordinate with operations, signalling, and electrification teams to restore safe service.

Participate in on-call rotations when required.

#### Documentation & Reporting



Maintain accurate records of work performed, materials used, and workforce hours. Update digital maintenance systems with inspection results, defect reports, and task completion data.

Prepare reports on maintenance performance, asset condition, and operational issues. Support audits, compliance checks, and asset management activities.

### **Resource & Equipment Management**

Ensure tools, machinery, and vehicles are available, safe, and properly maintained.

Coordinate material deliveries and ensure efficient use of resources.

Identify equipment needs and support procurement processes.

### **Required Qualifications**

#### **Education & Experience**

Vocational training or technical diploma in civil engineering, rail infrastructure, electrical engineering, or a related field.

Significant experience in railway infrastructure maintenance (track, signalling, electrification, or civil works).

Previous experience in a supervisory or team-leading role preferred.

#### **Technical Skills**

Strong understanding of rail infrastructure systems, maintenance methods, and safety standards.

Ability to interpret technical drawings, maintenance instructions, and regulatory requirements.

Proficiency with maintenance management systems and digital reporting tools.

Knowledge of worksite protection rules and rail safety procedures.

#### **Soft Skills**

Strong leadership and communication abilities.

High attention to detail and commitment to safety.

Ability to manage multiple priorities in a dynamic environment.

Problem-solving mindset with a proactive and collaborative approach.

#### **Preferred Qualifications**

Certification in rail safety, worksite protection, or infrastructure maintenance.

Experience with mechanized maintenance equipment or specialized rail tools.

Knowledge of asset management systems or predictive maintenance technologies.

Multilingual abilities depending on regional requirements.

#### **What Success Looks Like**

Safe, efficient, and high-quality maintenance work across all infrastructure assets.

Strong team performance and effective coordination of daily operations.

Reduced infrastructure failures and improved network reliability.

High compliance with safety, technical, and regulatory standards.

Effective collaboration with engineering, operations, and asset management teams.



## Safety, Quality & Compliance

### 5.48. Safety Manager / Safety Officer (Rail)

#### Position Overview

The Safety Manager / Safety Officer (Rail) is responsible for developing, implementing, and overseeing the company's rail safety management framework to ensure safe operations across rolling stock, infrastructure, and operational activities. This role ensures compliance with national rail safety regulations, internal standards, and industry best practices. The Safety Manager plays a central role in risk management, incident prevention, safety culture development, and continuous improvement of the Safety Management System (SMS).

#### Key Responsibilities

##### Safety Management System (SMS) Oversight

Develop, implement, and maintain the company's Safety Management System in accordance with rail safety regulations.

Ensure safety policies, procedures, and standards are up to date and effectively communicated.

Monitor SMS performance and drive continuous improvement initiatives.

Coordinate internal and external safety audits and ensure timely closure of findings.

##### Risk Assessment & Hazard Management

Lead risk assessments for operational activities, maintenance tasks, and infrastructure projects.

Identify hazards, evaluate risks, and develop mitigation measures.

Maintain the company's risk register and ensure regular reviews.

Support engineering and operational teams in implementing safe work practices.

##### Incident Management & Investigation

Lead or support investigations into safety incidents, near misses, and operational irregularities.

Conduct root-cause analyses and develop corrective and preventive actions.

Ensure timely reporting to regulatory authorities as required.

Track implementation of corrective actions and verify effectiveness.

##### Safety Training & Competence Development

Develop and deliver safety training programs for employees, contractors, and operational staff.

Ensure competence management processes are aligned with safety requirements.

Promote safety awareness through briefings, campaigns, and toolbox talks.

Support onboarding of new staff with safety-related training.

##### Compliance & Regulatory Interface

Ensure compliance with national rail safety laws, standards, and certification requirements.

Act as the primary point of contact for safety regulators, auditors, and external stakeholders.

Prepare safety reports, compliance documentation, and regulatory submissions.

Monitor changes in legislation and update internal processes accordingly.

##### Safety Culture & Continuous Improvement

Promote a proactive safety culture across all departments.



Encourage reporting of hazards, near misses, and unsafe conditions.  
Facilitate safety committees, workshops, and cross-functional safety initiatives.  
Analyse safety performance data to identify trends and improvement opportunities.

#### **Operational Support**

Provide safety oversight during maintenance, construction, and operational activities.  
Conduct site inspections, safety walks, and compliance checks.  
Support emergency preparedness planning and drills.  
Advise management on safety risks and improvement strategies.

#### **Required Qualifications**

##### **Education & Experience**

Bachelor's degree in safety management, engineering, rail operations, or a related field.  
Experience in rail safety, industrial safety, or safety management roles.  
Familiarity with rail safety regulations, SMS frameworks, and risk management principles.

##### **Technical Skills**

Strong understanding of rail operations, maintenance activities, and infrastructure safety.  
Knowledge of safety management systems, risk assessment methodologies, and incident investigation techniques.  
Ability to interpret safety regulations, standards, and technical documentation.  
Proficiency with safety reporting tools, digital platforms, and data analysis.

##### **Soft Skills**

Strong communication and leadership abilities.  
High attention to detail and a proactive, analytical mindset.  
Ability to influence and engage teams at all levels.  
Calm, structured approach to incident response and problem-solving.

##### **Preferred Qualifications**

Certification in occupational safety, rail safety, or risk management.  
Experience working with national rail safety authorities or certification bodies.  
Training in root-cause analysis, human factors, or safety auditing.  
Multilingual abilities depending on regional requirements.

##### **What Success Looks Like**

A strong, proactive safety culture across the organization.  
High compliance with rail safety regulations and SMS requirements.  
Reduced incidents, near misses, and operational safety risks.  
Effective collaboration with operations, engineering, and maintenance teams.  
Continuous improvement in safety performance and risk management.



## **5.49. Safety & Compliance Specialist**

### **Position Overview**

The Safety & Compliance Specialist is responsible for supporting the development, implementation, and monitoring of safety, regulatory, and compliance processes across rail operations, maintenance, and infrastructure activities. This role ensures adherence to national rail safety regulations, internal standards, and industry best practices. The specialist plays a key role in risk management, incident prevention, compliance monitoring, and continuous improvement of the Safety Management System (SMS).

### **Key Responsibilities**

#### **Safety & Compliance Monitoring**

Monitor compliance with safety policies, procedures, and regulatory requirements across operational and maintenance activities.

Conduct site inspections, audits, and compliance checks to verify adherence to standards.

Identify non-conformities and support corrective and preventive actions.

Maintain compliance records and support preparation for external audits.

#### **Risk Assessment & Hazard Control**

Support risk assessments for operational tasks, maintenance activities, and infrastructure projects.

Identify hazards, evaluate risks, and propose mitigation measures.

Maintain and update risk registers and hazard logs.

Collaborate with operational teams to implement safe work practices.

#### **Incident Reporting & Investigation**

Support the reporting, documentation, and analysis of incidents, near misses, and unsafe conditions.

Participate in root-cause investigations and contribute to corrective action plans.

Track implementation of corrective actions and verify their effectiveness.

Ensure timely reporting to internal stakeholders and regulatory bodies as required.

#### **Safety Training & Awareness**

Assist in developing and delivering safety training, briefings, and toolbox talks.



Promote safety awareness and encourage proactive reporting of hazards.

Support competence management processes related to safety-critical roles.

Contribute to safety campaigns and continuous improvement initiatives.

### **Regulatory Compliance & Documentation**

Monitor changes in rail safety regulations, standards, and industry requirements.

Support updates to internal procedures, work instructions, and compliance documentation.

Prepare reports, dashboards, and compliance summaries for management.

Ensure documentation is accurate, complete, and audit-ready.

### **Operational Support**

Provide safety and compliance guidance during maintenance, construction, and operational activities.

Participate in safety committees, cross-functional meetings, and improvement workshops.

Support emergency preparedness planning and drills.

Advise teams on safe work methods and regulatory expectations.

### **Required Qualifications**

#### **Education & Experience**

Bachelor's degree or vocational training in safety management, engineering, rail operations, or a related field.

Experience in safety, compliance, or quality roles within rail, industrial, or technical environments.

Familiarity with rail safety regulations, SMS frameworks, and risk management principles.

#### **Technical Skills**

Knowledge of safety management systems, risk assessment methodologies, and incident investigation techniques.

Ability to interpret safety regulations, standards, and technical documentation.

Proficiency with safety reporting tools, digital platforms, and data analysis.



Understanding of rail operations, maintenance activities, or infrastructure safety is an advantage.

### **Soft Skills**

Strong communication and interpersonal abilities.

High attention to detail and a structured, analytical mindset.

Ability to influence and engage teams at all levels.

Proactive approach to problem-solving and continuous improvement.

### **Preferred Qualifications**

Certification in occupational safety, rail safety, or compliance auditing.

Experience working with national rail safety authorities or certification bodies.

Training in root-cause analysis, human factors, or safety auditing.

Multilingual abilities depending on regional requirements.

### **What Success Looks Like**

Strong compliance with safety regulations and internal standards.

Reduced incidents, near misses, and operational safety risks.

Effective support for audits, investigations, and risk assessments.

Improved safety culture and proactive hazard reporting.

Clear, accurate documentation supporting SMS performance and regulatory compliance.



## 5.50. Dangerous Goods Safety Adviser (DGSA – Rail/RID)

### Position Overview

The Dangerous Goods Safety Adviser (DGSA – Rail/RID) is responsible for ensuring the safe, compliant, and efficient transport of dangerous goods by rail in accordance with the RID (Regulations concerning the International Carriage of Dangerous Goods by Rail). This role provides expert guidance on hazardous materials handling, regulatory compliance, risk management, and incident prevention. The DGSA supports operational teams, ensures adherence to legal obligations, and plays a critical role in maintaining a high standard of safety and compliance across the organization.

### Key Responsibilities

#### Regulatory Compliance & Advisory

Ensure full compliance with RID regulations and all applicable national and international dangerous goods legislation.

Advise management and operational teams on legal obligations, safe handling, and transport requirements for dangerous goods.

Review and approve procedures related to classification, packaging, marking, labelling, documentation, and loading/unloading of dangerous goods.

Monitor regulatory updates and ensure timely implementation of changes.

#### Safety Management & Risk Control

Conduct risk assessments related to the transport, storage, and handling of dangerous goods.

Identify hazards and propose mitigation measures to reduce operational risks.

Support the development and implementation of safe work practices and emergency procedures.

Promote a strong safety culture and ensure consistent application of safety rules.

#### Incident Reporting & Investigation

Oversee the reporting of dangerous goods incidents, near misses, and non-compliances.

Lead or support investigations into dangerous goods-related events.

Conduct root-cause analyses and develop corrective and preventive actions.

Prepare mandatory reports for authorities in accordance with RID requirements.

#### Training & Competence Development

Provide training and guidance to employees involved in the handling or transport of dangerous goods.

Ensure staff competence aligns with regulatory requirements and internal standards.

Support awareness campaigns and continuous improvement initiatives related to dangerous goods safety.

#### Documentation & Annual Reporting

Prepare the annual DGSA report summarizing dangerous goods activities, incidents, compliance performance, and improvement recommendations.

Maintain accurate records of dangerous goods shipments, inspections, and compliance checks.

Ensure documentation is complete, audit-ready, and aligned with RID requirements.

#### Operational Support



Conduct site inspections of loading/unloading areas, storage facilities, and rail operations involving dangerous goods.  
Verify correct use of tank wagons, containers, and packaging in accordance with RID.  
Support operational planning to ensure safe routing, wagon selection, and handling procedures.  
Liaise with emergency services, authorities, and external partners when required.

### **Required Qualifications**

#### **Education & Experience**

Certified Dangerous Goods Safety Adviser (DGSA) with specialization in RID (rail).  
Experience in dangerous goods transport, rail operations, logistics, or safety management.  
Strong understanding of hazardous materials, RID regulations, and rail transport processes.

#### **Technical Skills**

In-depth knowledge of RID, ADR, and related dangerous goods legislation.  
Ability to interpret technical documentation, safety data sheets (SDS), and regulatory requirements.  
Strong analytical skills for risk assessment and incident investigation.  
Proficiency with reporting tools, documentation systems, and digital platforms.

#### **Soft Skills**

Excellent communication and advisory abilities.  
High attention to detail and strong analytical mindset.  
Ability to influence and engage operational teams.  
Structured, proactive approach to problem-solving and compliance management.

#### **Preferred Qualifications**

Experience in rail freight operations, tank wagon management, or chemical logistics.  
Training in emergency response, hazardous materials handling, or safety auditing.  
Knowledge of ISO management systems (ISO 45001, ISO 14001).  
Multilingual abilities depending on regional requirements.

#### **What Success Looks Like**

Full compliance with RID and dangerous goods regulations.  
Reduced incidents, non-compliances, and operational risks.  
Strong safety culture and well-trained personnel handling dangerous goods.  
Accurate documentation and high-quality annual DGSA reporting.  
Effective collaboration with operations, safety, and regulatory stakeholders.



## 5.51. Quality Assurance Manager

### Position Overview

The Quality Assurance Manager is responsible for developing, implementing, and overseeing the organization's quality management framework to ensure that all rail operations, maintenance activities, and supporting processes meet regulatory, technical, and customer requirements. This role ensures compliance with quality standards, drives continuous improvement, and supports operational excellence across rolling stock, infrastructure, and service delivery. The Quality Assurance Manager plays a key role in strengthening reliability, safety, and performance through robust quality governance.

### Key Responsibilities

#### Quality Management System (QMS) Leadership

Develop, implement, and maintain the company's Quality Management System in accordance with ISO standards and rail-specific requirements.

Ensure quality policies, procedures, and work instructions are up to date and effectively communicated.

Monitor QMS performance and lead continuous improvement initiatives.

Coordinate internal and external quality audits and ensure timely closure of findings.

#### Compliance & Standards Assurance

Ensure compliance with national and international rail quality standards, including ISO 9001, ECM requirements, and industry best practices.

Review and approve quality-related procedures, technical documentation, and operational processes.

Monitor regulatory updates and ensure timely implementation of changes.

Support certification and recertification processes for quality-related standards.

#### Quality Control & Performance Monitoring

Oversee quality control activities across maintenance, operations, and infrastructure teams.

Analyse quality performance data, KPIs, and defect trends to identify improvement opportunities.

Conduct root-cause analyses for quality issues and support corrective and preventive actions.



Ensure effective configuration management and documentation control.

### **Audit Management**

Plan, execute, and report on internal quality audits across operational and technical departments.

Coordinate external audits with certification bodies, regulators, and customers.

Track audit findings, ensure corrective actions are implemented, and verify effectiveness.

Maintain audit records and always ensure audit readiness.

### **Supplier & Contractor Quality Oversight**

Evaluate and monitor supplier and contractor performance related to quality and compliance.

Conduct supplier audits and support qualification processes.

Ensure purchased materials, components, and services meet required standards.

Collaborate with procurement to address quality issues and improve supplier performance.

### **Training & Quality Culture Development**

Develop and deliver quality-related training programs for employees and contractors.

Promote a culture of continuous improvement, accountability, and quality awareness.

Support competence management processes related to quality-critical roles.

Facilitate cross-functional workshops and improvement initiatives.

### **Documentation & Reporting**

Prepare quality reports, dashboards, and management reviews.

Maintain accurate records of audits, non-conformities, corrective actions, and quality metrics.

Ensure documentation is complete, controlled, and aligned with QMS requirements.

Support regulatory reporting and customer quality documentation.

### **Required Qualifications**

#### **Education & Experience**

Bachelor's degree in quality management, engineering, rail operations, or a related field.



Experience in quality assurance roles within rail, industrial, or technical environments.

Familiarity with ISO 9001, ECM requirements, and rail-specific quality standards.

### **Technical Skills**

Strong understanding of quality management systems, auditing techniques, and continuous improvement tools.

Ability to interpret technical documentation, standards, and regulatory requirements.

Proficiency with QMS software, reporting tools, and data analysis.

Knowledge of rail operations, maintenance processes, or infrastructure quality is an advantage.

### **Soft Skills**

Strong communication and leadership abilities.

High attention to detail and a structured, analytical mindset.

Ability to influence and engage teams at all levels.

Proactive approach to problem-solving and process improvement.

### **Preferred Qualifications**

Certification as an ISO 9001 Lead Auditor or similar quality qualification.

Experience with ECM certification, supplier quality management, or rail maintenance quality.

Training in Lean, Six Sigma, or continuous improvement methodologies.

Multilingual abilities depending on regional requirements.

### **What Success Looks Like**

A robust, effective Quality Management System supporting operational excellence.

High compliance with quality standards and regulatory requirements.

Reduced defects, improved reliability, and stronger customer satisfaction.

Effective collaboration with operations, engineering, maintenance, and safety teams.

Continuous improvement embedded across the organization.



## 5.52. Environmental Compliance Officer

### Position Overview

The Environmental Compliance Officer is responsible for ensuring that all rail operations, maintenance activities, and infrastructure projects comply with environmental laws, regulations, and internal sustainability standards. This role oversees environmental risk management, pollution prevention, waste handling, and environmental monitoring programs. The Environmental Compliance Officer plays a key role in supporting sustainable rail operations, reducing environmental impact, and promoting a culture of environmental responsibility across the organization.

### Key Responsibilities

#### Regulatory Compliance & Environmental Governance

Ensure compliance with national and EU environmental regulations, including waste management, emissions, water protection, and hazardous materials rules.

Maintain and update environmental policies, procedures, and management plans.

Monitor regulatory changes and ensure timely implementation of new requirements.

Support certification and compliance with environmental management systems (e.g., ISO 14001).

#### Environmental Monitoring & Reporting

Conduct environmental inspections and audits across depots, workshops, yards, and infrastructure sites.

Monitor key environmental parameters such as emissions, noise, wastewater, soil quality, and waste streams.

Maintain accurate environmental records and prepare internal and external reports.

Support environmental impact assessments (EIAs) for projects and operational changes.

#### Pollution Prevention & Waste Management

Oversee proper handling, storage, and disposal of waste, including hazardous and special waste.

Ensure compliance with spill prevention and response procedures.

Monitor fuel storage, chemical handling, and stormwater management systems.

Promote waste reduction, recycling, and resource-efficiency initiatives.

#### Risk Assessment & Incident Management

Conduct environmental risk assessments for operational and maintenance activities.

Investigate environmental incidents, spills, or non-compliances and lead corrective actions.

Coordinate with emergency response teams during environmental events.

Track corrective and preventive actions to ensure long-term compliance.

#### Training & Awareness

Develop and deliver environmental training for employees and contractors.

Promote environmental awareness through campaigns, briefings, and toolbox talks.

Support competence development for roles involving environmental responsibilities.

Encourage proactive reporting of environmental hazards and improvement ideas.

#### Sustainability & Continuous Improvement

Support sustainability initiatives such as energy efficiency, emissions reduction, and biodiversity protection.



Identify opportunities to reduce environmental impact across operations and infrastructure.

Collaborate with engineering and operations teams on eco-friendly technologies and practices.

Contribute to corporate sustainability reporting and environmental performance reviews.

### **Stakeholder & Regulatory Interface**

Liaise with environmental authorities, auditors, and external stakeholders.

Support permit applications, renewals, and compliance submissions.

Represent the company in environmental inspections, audits, and regulatory meetings.

Coordinate with contractors to ensure environmental compliance on project sites.

### **Required Qualifications**

#### **Education & Experience**

Bachelor's degree in environmental science, environmental engineering, sustainability, or a related field.

Experience in environmental compliance, industrial operations, or rail/infrastructure environments.

Familiarity with EU and national environmental regulations and standards.

#### **Technical Skills**

Knowledge of environmental management systems (e.g., ISO 14001).

Understanding of waste management, pollution control, and environmental monitoring techniques.

Ability to interpret environmental legislation, permits, and technical documentation.

Proficiency with reporting tools, digital platforms, and data analysis.

#### **Soft Skills**

Strong communication and advisory abilities.

High attention to detail and structured analytical mindset.

Ability to influence and engage operational teams.

Proactive approach to problem-solving and continuous improvement.

#### **Preferred Qualifications**

Certification in environmental management or auditing.

Experience with environmental permitting, EIAs, or sustainability reporting.

Knowledge of rail operations, maintenance processes, or infrastructure projects.

Multilingual abilities depending on regional requirements.

#### **What Success Looks Like**

Full compliance with environmental regulations and internal standards.

Reduced environmental incidents, emissions, and waste impacts.

Strong environmental culture across operations and maintenance teams.

Accurate, timely reporting and successful regulatory inspections.

Tangible contribution to the company's sustainability goals and environmental performance.



## 5.53. Risk Manager – Rail

### Position Overview

The Risk Manager (Rail) is responsible for developing, implementing, and overseeing the organization's risk management framework across rail operations, maintenance, and infrastructure activities. This role ensures that operational, technical, safety, financial, and compliance risks are systematically identified, assessed, mitigated, and monitored. The Risk Manager plays a strategic role in strengthening organizational resilience, supporting decision-making, and ensuring compliance with regulatory requirements and industry best practices.

### Key Responsibilities

#### Enterprise & Operational Risk Management

Develop and maintain the company's risk management framework in line with rail industry standards and regulatory expectations.

Identify, assess, and prioritize risks across operations, maintenance, infrastructure, and corporate functions.

Facilitate risk workshops, assessments, and cross-functional reviews.

Maintain the corporate risk register and ensure regular updates.

#### Risk Mitigation & Control Measures

Develop and monitor risk mitigation plans, ensuring effective implementation of controls.

Collaborate with operational teams to embed risk controls into daily processes.

Evaluate the effectiveness of existing controls and recommend improvements.

Support the development of contingency plans and resilience strategies.

#### Compliance & Regulatory Alignment

Ensure compliance with national rail safety regulations, risk management requirements, and certification frameworks.

Monitor regulatory changes and assess their impact on the organization's risk profile.

Prepare risk-related documentation for regulators, auditors, and certification bodies.

Support Safety Management System (SMS) and Quality Management System (QMS) integration.

#### Incident Analysis & Lessons Learned

Support investigations into incidents, near misses, and operational disruptions.

Conduct root-cause analyses and identify systemic risk factors.

Ensure lessons learned are captured, communicated, and integrated into risk controls.

Track corrective and preventive actions to verify long-term effectiveness.

#### Reporting & Risk Communication

Prepare risk reports, dashboards, and presentations for senior management and the board.

Communicate emerging risks, trends, and vulnerabilities across the organization.

Provide risk insights to support strategic planning, investment decisions, and operational improvements.

Ensure transparency and clarity in risk documentation and communication.

#### Business Continuity & Crisis Preparedness

Support the development and maintenance of business continuity and emergency response plans.

Participate in crisis management exercises and simulations.



Ensure operational teams are prepared for disruptions and understand their roles in emergency scenarios.

Evaluate post-incident performance and update continuity plans accordingly.

### **Cross-Functional Collaboration**

Work closely with Safety, Quality, Operations, Engineering, Finance, and Compliance teams.

Provide risk management training and awareness sessions for employees and contractors.

Promote a proactive risk culture across the organization.

Support procurement and supplier management with risk assessments and due diligence.

### **Required Qualifications**

#### **Education & Experience**

Bachelor's degree in risk management, engineering, safety, business administration, or a related field.

Experience in risk management within rail, transportation, industrial, or infrastructure environments.

Familiarity with rail safety regulations, SMS frameworks, and risk assessment methodologies.

#### **Technical Skills**

Strong understanding of enterprise risk management (ERM), operational risk, and safety risk principles.

Ability to conduct risk assessments, root-cause analyses, and scenario evaluations.

Proficiency with risk management tools, reporting platforms, and data analysis.

Knowledge of ISO 31000, rail safety legislation, and industry best practices.

#### **Soft Skills**

Strong analytical and strategic thinking abilities.

Excellent communication and stakeholder-engagement skills.

High attention to detail and structured problem-solving mindset.

Ability to influence and collaborate across all organizational levels.

#### **Preferred Qualifications**

Certification in risk management (e.g., IRM, ISO 31000, CRM).

Experience in rail operations, maintenance, or infrastructure project risk.

Knowledge of business continuity, crisis management, or resilience planning.

Multilingual abilities depending on regional requirements.

#### **What Success Looks Like**

A robust, proactive risk management framework embedded across the organization.

Clear visibility of risks and effective mitigation strategies in place.

Reduced operational disruptions, safety incidents, and compliance risks.

Strong collaboration between risk, safety, operations, and leadership teams.

Improved resilience, decision-making, and long-term organizational performance.



## 5.54 Safety Auditor

### Position Overview

The Safety Auditor is responsible for planning, conducting, and reporting on internal safety audits across rail operations, rolling stock maintenance, infrastructure activities, and corporate processes. This role ensures compliance with national rail safety regulations, internal Safety Management System (SMS) requirements, and industry best practices. The Safety Auditor plays a key role in identifying risks, verifying the effectiveness of safety controls, and supporting continuous improvement of safety performance across the organization.

### Key Responsibilities

#### Audit Planning & Execution

Develop and maintain the annual safety audit plan in alignment with SMS requirements and regulatory expectations.

Conduct internal audits across operational, maintenance, and infrastructure departments.

Evaluate compliance with safety procedures, work instructions, and legal obligations.

Perform field audits, site inspections, and worksite observations to verify safe practices.

#### Assessment of Safety Controls

Assess the effectiveness of safety controls, risk mitigation measures, and operational safeguards.

Identify gaps, non-conformities, and systemic weaknesses in safety processes.

Verify implementation of corrective and preventive actions from previous audits.

Recommend improvements to strengthen safety performance and reduce operational risks.

#### Incident & Compliance Review

Review incident reports, near misses, and safety-related non-compliances as part of audit activities.

Evaluate root-cause analyses and the adequacy of corrective actions.

Ensure lessons learned are integrated into safety processes and communicated across teams.

Support investigations when required, providing an independent perspective.

#### Reporting & Documentation

Prepare clear, structured audit reports summarizing findings, risks, and recommendations.

Maintain accurate audit records, checklists, and evidence logs.

Present audit results to management and support follow-up reviews.

Track corrective actions and verify closure within agreed timelines.

#### Regulatory & Standards Compliance

Ensure audits align with national rail safety regulations, SMS requirements, and industry standards.

Monitor regulatory changes and assess their impact on audit criteria.

Support external audits by regulators, certification bodies, or customers.

Contribute to maintaining certifications such as SMS, ECM, ISO 45001, or ISO 9001.

#### Continuous Improvement & Safety Culture

Promote a proactive safety culture through constructive feedback and engagement with teams.



Identify opportunities to improve safety processes, documentation, and operational practices.

Support training and awareness initiatives related to audit findings and safety improvements.

Encourage transparent reporting of hazards, near misses, and safety concerns.

### **Required Qualifications**

#### **Education & Experience**

Bachelor's degree in safety management, engineering, rail operations, or a related field.

Experience in safety auditing, rail operations, maintenance, or industrial safety roles.

Familiarity with rail safety regulations, SMS frameworks, and audit methodologies.

#### **Technical Skills**

Strong understanding of safety management systems, risk assessment, and compliance requirements.

Ability to interpret safety regulations, technical standards, and operational procedures.

Proficiency with audit tools, reporting platforms, and data analysis.

Knowledge of rail operations, maintenance processes, or infrastructure safety is an advantage.

#### **Soft Skills**

Strong analytical and critical-thinking abilities.

Excellent communication and report-writing skills.

Ability to engage constructively with teams at all levels.

High attention to detail and a structured, objective approach.

#### **Preferred Qualifications**

Certification in auditing (e.g., ISO 45001, ISO 9001 Lead Auditor).

Experience with SMS, ECM, or rail-specific audit frameworks.

Training in root-cause analysis, human factors, or safety investigation.

Multilingual abilities depending on regional requirements.

#### **What Success Looks Like**

High-quality, objective safety audits that strengthen compliance and reduce risks.

Timely identification and resolution of safety issues and non-conformities.

Improved safety culture and increased transparency across the organization.

Strong collaboration with operations, maintenance, engineering, and safety teams.

Continuous improvement of the Safety Management System and overall safety performance.



## 5.55. Incident & Investigation Officer

### Position Overview

The Incident & Investigation Officer is responsible for managing the reporting, analysis, and investigation of safety-related incidents, near misses, and operational irregularities across rail operations, maintenance, and infrastructure activities. This role ensures that incidents are thoroughly investigated, root causes are identified, and corrective actions are implemented to prevent recurrence. The officer plays a critical role in strengthening the Safety Management System (SMS), improving operational safety, and supporting regulatory compliance.

### Key Responsibilities

#### Incident Management & Coordination

Lead or support the response to operational incidents, safety events, and near misses. Coordinate with operations, maintenance, engineering, and emergency services during incident handling.

Ensure timely and accurate incident reporting in accordance with internal procedures and regulatory requirements.

Maintain the incident database and ensure data quality and completeness.

#### Investigation & Root-Cause Analysis

Conduct detailed investigations into incidents, accidents, and safety-related events. Gather evidence, interview witnesses, and analyze technical, operational, and human factors.

Apply recognized investigation methodologies (e.g., 5-Whys, fault tree analysis, HFACS).

Identify root causes, contributing factors, and systemic issues.

#### Corrective & Preventive Actions (CAPA)

Develop corrective and preventive action plans based on investigation findings.

Work with operational teams to ensure actions are implemented effectively and on time.

Monitor the effectiveness of corrective actions and verify long-term risk reduction.

Track CAPA progress and escalate delays or non-compliance.

#### Regulatory Compliance & Reporting

Prepare incident reports for submission to national rail safety authorities and regulatory bodies.

Ensure investigations comply with legal requirements, SMS standards, and industry best practices.

Support external investigations and audits when required.

Maintain documentation in an audit-ready state.

#### Data Analysis & Safety Insights

Analyse incident trends, patterns, and emerging risks across operations and infrastructure.

Prepare dashboards, summaries, and safety performance reports for management.

Identify systemic weaknesses and propose improvement initiatives.

Contribute to risk assessments and safety reviews.

#### Safety Culture & Awareness

Promote transparent reporting of incidents, hazards, and near misses.

Support safety campaigns, briefings, and toolbox talks based on investigation findings.



Provide training and guidance on incident reporting and investigation processes.  
Encourage a just culture and open communication across teams.

### **Cross-Functional Collaboration**

Work closely with Safety, Operations, Engineering, Maintenance, HR, and Compliance teams.

Participate in safety committees, risk workshops, and continuous improvement initiatives.

Support emergency preparedness exercises and post-incident reviews.

Share lessons learned across the organization to prevent recurrence.

### **Required Qualifications**

#### **Education & Experience**

Bachelor's degree in safety management, engineering, rail operations, or a related field.  
Experience in incident investigation, safety management, or operational roles within rail or industrial environments.

Familiarity with rail safety regulations, SMS frameworks, and investigation methodologies.

#### **Technical Skills**

Strong understanding of incident investigation techniques and root-cause analysis tools.

Ability to interpret safety regulations, operational procedures, and technical documentation.

Proficiency with incident reporting systems, data analysis tools, and digital platforms.  
Knowledge of rail operations, maintenance processes, or infrastructure systems is an advantage.

#### **Soft Skills**

Strong analytical and critical-thinking abilities.

Excellent communication, interviewing, and report-writing skills.

High attention to detail and objectivity.

Ability to engage constructively with teams at all levels.

#### **Preferred Qualifications**

Certification in incident investigation (e.g., ICAM, TapRooT, HFACS).

Experience with SMS, ECM, or rail-specific investigation frameworks.

Training in human factors, risk management, or safety auditing.

Multilingual abilities depending on regional requirements.

#### **What Success Looks Like**

Thorough, high-quality investigations that identify true root causes.

Effective corrective actions that reduce recurrence and improve safety performance.

Strong incident reporting culture and transparent communication.

Improved safety outcomes and reduced operational risks.

Enhanced organizational learning and continuous improvement.



## 5.56. ECM Compliance Officer

### Position Overview

The ECM Compliance Officer is responsible for ensuring that the organization fully complies with the requirements of the European Entity in Charge of Maintenance (ECM) Regulation (EU 2019/779) for freight wagons, passenger rolling stock, or locomotives. This role oversees the implementation, monitoring, and continuous improvement of the ECM system across all maintenance functions (ECM I–IV). The ECM Compliance Officer plays a critical role in maintaining certification, ensuring safe maintenance practices, and supporting regulatory alignment across the maintenance lifecycle.

### Key Responsibilities

#### ECM System Governance

Maintain and continuously improve the ECM Management System in accordance with EU Regulation 2019/779.

Ensure all ECM processes (Management, Maintenance Development, Fleet Maintenance Management, Maintenance Delivery) are implemented and functioning effectively.

Coordinate internal reviews, management assessments, and compliance evaluations. Support preparation for ECM certification, surveillance audits, and recertification.

#### Compliance Monitoring & Assurance

Conduct internal audits and compliance checks across ECM functions and maintenance providers.

Verify adherence to maintenance procedures, technical documentation, and safety requirements.

Identify non-conformities and support corrective and preventive actions.

Ensure traceability and documentation of maintenance activities in line with ECM standards.

#### Risk Management & Safety Integration

Support risk assessments related to rolling stock maintenance, component failures, and operational hazards.

Ensure risk controls are embedded in maintenance processes and technical documentation.

Collaborate with Safety and Engineering teams to integrate ECM requirements into the Safety Management System (SMS).

Monitor safety-related maintenance performance indicators and emerging risks.

#### Technical Documentation & Configuration Control

Ensure maintenance plans, technical files, and configuration records are accurate and up to date.

Oversee change management processes affecting rolling stock configuration or maintenance instructions.

Verify that maintenance documentation complies with manufacturer requirements, standards, and ECM obligations.

Support digitalization and data quality improvements in maintenance management systems.

#### Supplier & Maintenance Provider Oversight

Evaluate and monitor external maintenance workshops, suppliers, and contractors for ECM compliance.



Conduct audits and performance reviews of maintenance delivery partners.  
Ensure subcontracted maintenance activities meet ECM requirements and contractual obligations.

Support qualification and approval processes for suppliers and service providers.

### **Incident Support & Continuous Improvement**

Support investigations into maintenance-related incidents, failures, or safety events.

Ensure lessons learned are integrated into maintenance plans and ECM processes.

Promote continuous improvement initiatives across maintenance teams.

Track corrective actions and verify long-term effectiveness.

### **Training & Awareness**

Provide ECM-related training to maintenance, engineering, and operational staff.

Promote awareness of ECM responsibilities, safety obligations, and compliance expectations.

Support competence management processes for ECM-critical roles.

Facilitate workshops, briefings, and cross-functional learning sessions.

### **Required Qualifications**

#### **Education & Experience**

Bachelor's degree in engineering, rail maintenance, safety management, or a related field.

Experience in rolling stock maintenance, compliance, quality assurance, or safety management.

Familiarity with ECM Regulation (EU 2019/779) and rail maintenance standards.

#### **Technical Skills**

Strong understanding of rolling stock maintenance processes, technical documentation, and configuration management.

Knowledge of ECM functions (I–IV) and their interdependencies.

Ability to interpret regulations, standards, and manufacturer documentation.

Proficiency with maintenance management systems, audit tools, and data analysis.

#### **Soft Skills**

Strong analytical and problem-solving abilities.

Excellent communication and report-writing skills.

Ability to influence and collaborate across departments and with external partners.

High attention to detail and structured, methodical approach.

#### **Preferred Qualifications**

Experience in ECM certification processes or working within an ECM-certified organization.

Certification in auditing (ISO 9001, ISO 45001, or rail-specific audit frameworks).

Knowledge of SMS, RAMS, or risk management methodologies.

Multilingual abilities depending on regional requirements.

#### **What Success Looks Like**

Full compliance with ECM Regulation (EU 2019/779) and maintenance-related safety requirements.

Successful ECM audits, certifications, and surveillance assessments.

Strong integration of ECM processes across maintenance and operational teams.

Reduced maintenance-related incidents and improved rolling stock reliability.

Clear documentation, robust configuration control, and continuous improvement of maintenance practices.



# Commercial, Sales & Business Development

## 5.57. Sales Manager – Rail Freight

### Position Overview

The Sales Manager – Rail Freight is responsible for driving commercial growth, developing customer relationships, and expanding the company's rail freight business. This role leads sales activities across key market segments, identifies new business opportunities, and ensures the delivery of competitive, customer-focused freight solutions. The Sales Manager plays a central role in revenue generation, market positioning, and long-term commercial strategy within the rail logistics sector.

### Key Responsibilities

#### Business Development & Market Expansion

Identify and pursue new business opportunities in domestic and international rail freight markets.

Develop and execute sales strategies to grow volumes, revenue, and market share.

Analyse market trends, customer needs, and competitor activities to inform commercial decisions.

Build a strong sales pipeline and manage opportunities from lead generation to contract signature.

#### Customer Relationship Management

Develop and maintain strong relationships with key customers, shippers, freight forwarders, and logistics partners.

Conduct regular customer meetings, business reviews, and performance discussions.

Understand customer supply chain requirements and propose tailored rail freight solutions.

Ensure high levels of customer satisfaction and long-term retention.

#### Commercial Strategy & Pricing

Prepare commercial offers, pricing proposals, and contract terms in line with company policies.

Collaborate with operations, planning, and finance teams to ensure feasibility and profitability.

Support the development of new products, routes, and service offerings.

Monitor commercial performance and adjust strategies to meet targets.

#### Sales Planning & Performance Management

Develop annual sales plans, forecasts, and performance targets.

Track sales KPIs, revenue performance, and market developments.

Prepare sales reports, dashboards, and management presentations.

Ensure CRM systems are updated with accurate customer and opportunity data.

#### Cross-Functional Collaboration

Work closely with operations, planning, customer service, and marketing teams to deliver seamless freight solutions.

Support tender responses, project development, and service implementation.

Participate in cross-functional improvement initiatives to enhance customer experience.

Provide market insights to support strategic planning and investment decisions.

#### Contract Negotiation & Account Management

Lead commercial negotiations with customers and partners.



Ensure contracts comply with legal, operational, and financial requirements.  
Manage key accounts and ensure delivery of agreed service levels.  
Resolve commercial issues and support dispute resolution when required.

### **Required Qualifications**

#### **Education & Experience**

Bachelor's degree in business, logistics, transportation, or a related field.  
Experience in sales, business development, or account management within rail freight, logistics, or transport sectors.  
Strong understanding of freight markets, supply chains, and multimodal logistics.

#### **Technical Skills**

Strong commercial acumen and negotiation skills.  
Ability to analyze market data, customer requirements, and financial performance.  
Proficiency with CRM tools, sales reporting systems, and Microsoft Office.  
Knowledge of rail freight operations, pricing structures, and service design is an advantage.

#### **Soft Skills**

Excellent communication and relationship-building abilities.  
Strong presentation, persuasion, and stakeholder-engagement skills.  
Proactive, results-driven mindset with strong problem-solving abilities.  
Ability to manage multiple priorities in a fast-paced commercial environment.

#### **Preferred Qualifications**

Experience in international freight markets or cross-border rail operations.  
Knowledge of customs processes, intermodal logistics, or supply chain optimization.  
Multilingual abilities depending on regional customer base.

#### **What Success Looks Like**

Strong revenue growth and increased market share in rail freight.  
High customer satisfaction and long-term strategic partnerships.  
Robust sales pipeline and consistent achievement of commercial targets.  
Effective collaboration with operational and planning teams to deliver competitive services.  
Enhanced market presence and strong positioning in key freight corridors.



## 5.58. Key Account Manager (Rail)

### Position Overview

The Key Account Manager (Rail) is responsible for managing and developing strategic customer relationships within the rail freight or passenger transport sector. This role ensures that key clients receive high-quality service, tailored solutions, and proactive commercial support. The Key Account Manager acts as the primary interface between the company and major customers, driving retention, growth, and long-term partnership value.

### Key Responsibilities

#### Strategic Account Management

Serve as the main point of contact for key customers, ensuring consistent communication and service delivery.

Develop account strategies aligned with customer needs, market trends, and company objectives.

Build long-term, trust-based relationships with decision-makers and operational stakeholders.

Conduct regular business reviews to assess performance, identify opportunities, and address challenges.

#### Customer Needs & Solution Development

Understand customer logistics, operational requirements, and strategic priorities.

Work with internal teams to develop tailored rail solutions, service enhancements, or new offerings.

Coordinate cross-functional support to ensure seamless service delivery.

Provide customers with insights on operational performance, capacity, and service options.

#### Commercial Performance & Growth

Identify opportunities to expand business with existing accounts, including new routes, services, or value-added offerings.

Prepare commercial proposals, pricing updates, and contract amendments.

Monitor account profitability and ensure alignment with commercial targets.

Support tender responses and contract negotiations for key clients.

#### Service Quality & Issue Resolution

Monitor service performance, KPIs, and customer satisfaction levels.

Address operational issues, disruptions, or service failures promptly and professionally.

Coordinate with operations, planning, and customer service teams to resolve problems and prevent recurrence.

Ensure transparent communication with customers regarding service updates or changes.

#### Data, Reporting & Forecasting

Maintain accurate account information in CRM systems.

Prepare account reports, forecasts, and performance dashboards for management.

Analyze customer trends, volumes, and commercial performance to support decision-making.

Provide insights on market developments affecting key accounts.

#### Cross-Functional Collaboration



Work closely with operations, planning, finance, marketing, and senior management to support customer needs.

Participate in product development, service design, and improvement initiatives.

Ensure alignment between customer expectations and operational capabilities.

Support internal teams with customer-specific requirements or projects.

### **Required Qualifications**

#### **Education & Experience**

Bachelor's degree in business, logistics, transportation, or a related field.

Experience in account management, sales, or commercial roles within rail, logistics, or transport sectors.

Strong understanding of rail operations, freight flows, or passenger service dynamics.

#### **Technical Skills**

Strong commercial acumen and negotiation skills.

Ability to analyse customer data, market trends, and financial performance.

Proficiency with CRM tools, reporting systems, and Microsoft Office.

Knowledge of rail logistics, multimodal transport, or supply chain processes is an advantage.

#### **Soft Skills**

Excellent communication and relationship-building abilities.

Strong presentation and stakeholder-engagement skills.

Proactive, customer-focused mindset with strong problem-solving abilities.

Ability to manage multiple priorities and maintain composure under pressure.

#### **Preferred Qualifications**

Experience managing large industrial, logistics, or international accounts.

Knowledge of customs processes, intermodal transport, or cross-border rail operations.

Multilingual abilities depending on regional customer base.

#### **What Success Looks Like**

Strong, long-term relationships with key customers built on trust and performance.

Increased revenue, volume growth, and improved profitability across key accounts.

High customer satisfaction and consistent delivery of service excellence.

Effective collaboration with internal teams to meet customer needs.

Strategic contribution to commercial planning and market positioning.



## 5.59. Business Development Manager – Rail

### Position Overview

The Business Development Manager – Rail is responsible for identifying, developing, and securing new commercial opportunities across the rail freight and/or passenger transport sectors. This role drives strategic growth by expanding the company’s customer base, developing new services, and strengthening market presence. The Business Development Manager plays a key role in shaping long-term commercial strategy, building partnerships, and positioning the company competitively within the rail industry.

### Key Responsibilities

#### Market Development & Strategic Growth

Identify new business opportunities in rail freight, passenger services, intermodal logistics, or infrastructure-related markets.

Develop and execute business development strategies aligned with company objectives.

Conduct market research to assess trends, customer needs, and competitive dynamics.

Build a strong pipeline of opportunities and manage them through all stages of the sales cycle.

#### Customer Acquisition & Relationship Building

Engage with potential customers, industry partners, and stakeholders to promote the company’s rail services.

Build long-term relationships with shippers, logistics providers, public authorities, and industry players.

Understand customer requirements and propose tailored rail solutions.

Represent the company at industry events, trade fairs, and networking forums.

#### Commercial Proposals & Negotiations

Prepare commercial offers, tender responses, and business cases for new services or partnerships.

Lead negotiations on pricing, service terms, and contractual agreements.

Collaborate with finance, operations, and planning teams to ensure feasibility and profitability.

Support the development of new routes, service concepts, and commercial models.

#### Project Development & Implementation

Lead or support the development of new rail services, corridors, or operational concepts.

Coordinate cross-functional teams during project planning and implementation.

Monitor project progress and ensure alignment with customer expectations and commercial objectives.

Evaluate project performance and identify improvement opportunities.

#### Market Intelligence & Strategic Insights

Monitor industry developments, regulatory changes, and emerging technologies.

Analyse competitor activities and market positioning.

Provide strategic insights to senior management to support decision-making.

Contribute to long-term commercial planning and investment strategies.

#### Internal Collaboration & Stakeholder Alignment



Work closely with operations, planning, customer service, marketing, and finance teams.

Ensure new business opportunities align with operational capabilities and strategic priorities.

Support internal teams with customer requirements, service design, and implementation.

Facilitate cross-departmental communication to ensure seamless delivery of new services.

### **Required Qualifications**

#### **Education & Experience**

Bachelor's degree in business, logistics, transportation, engineering, or a related field. Experience in business development, commercial strategy, or sales within rail, logistics, or transport sectors.

Strong understanding of rail operations, freight flows, or passenger service markets.

#### **Technical Skills**

Strong commercial acumen and strategic thinking.

Ability to analyse market data, financial performance, and customer requirements.

Proficiency with CRM systems, business development tools, and Microsoft Office.

Knowledge of rail logistics, multimodal transport, or infrastructure markets is an advantage.

#### **Soft Skills**

Excellent communication, negotiation, and relationship-building abilities.

Strong presentation and stakeholder-engagement skills.

Proactive, entrepreneurial mindset with strong problem-solving abilities.

Ability to manage multiple projects and priorities in a dynamic environment.

#### **Preferred Qualifications**

Experience in international rail markets or cross-border logistics.

Knowledge of tendering processes, public procurement, or concession models.

Multilingual abilities depending on regional customer base.

#### **What Success Looks Like**

Strong pipeline of new business opportunities and successful contract acquisitions.

Increased revenue, market share, and strategic partnerships.

Successful launch of new rail services, routes, or commercial initiatives.

High customer satisfaction and strong industry reputation.

Effective collaboration across departments to deliver commercially viable solutions.



## 5.60. Pricing Manager / Yield Manager – Rail Freight & Logistics

### Position Overview

The Pricing Manager / Yield Manager is responsible for developing, optimizing, and managing pricing strategies to maximize revenue, profitability, and asset utilization across rail freight services. This role ensures that pricing decisions are data-driven, competitive, and aligned with market dynamics, operational constraints, and commercial objectives. The Pricing Manager plays a key role in revenue management, yield optimization, and strategic commercial planning.

### Key Responsibilities

#### Pricing Strategy & Revenue Optimization

Develop and implement pricing strategies for rail freight services, corridors, and customer segments.

Optimize yield by balancing price, volume, and capacity utilization.

Monitor market conditions, competitor pricing, and customer demand to adjust pricing models.

Support dynamic pricing approaches for time-sensitive or capacity-constrained services.

#### Tariff & Rate Management

Maintain and update tariff structures, rate cards, and commercial pricing tools.

Prepare customer-specific pricing proposals, tenders, and contract renewals.

Ensure pricing is consistent with cost structures, operational feasibility, and profitability targets.

Collaborate with finance and operations to validate cost inputs and margin expectations.

#### Data Analysis & Performance Monitoring

Analyse revenue performance, yield metrics, and pricing effectiveness.

Identify trends, opportunities, and risks affecting commercial performance.

Develop dashboards, reports, and forecasts to support decision-making.

Conduct post-implementation reviews of pricing decisions and campaigns.

#### Capacity & Demand Management

Work closely with planning and operations teams to understand capacity constraints and service availability.

Align pricing strategies with network capacity, seasonality, and demand patterns.

Support allocation of capacity to high-value customers or profitable segments.

Contribute to long-term planning for new services, routes, or capacity expansions.

#### Commercial Support & Collaboration

Provide pricing guidance to sales, key account managers, and business development teams.

Participate in customer meetings to explain pricing logic and value propositions.

Support tender processes with competitive, data-driven pricing models.

Collaborate with marketing on promotional campaigns and targeted offers.

#### Process Improvement & Governance

Enhance pricing tools, methodologies, and approval workflows.

Ensure pricing decisions comply with internal policies and governance frameworks.



Promote standardization and transparency in pricing processes.

Identify opportunities to automate or digitalize pricing and yield management activities.

### **Required Qualifications**

#### **Education & Experience**

Bachelor's degree in business, economics, logistics, finance, or a related field.

Experience in pricing, revenue management, or commercial analytics within rail, logistics, aviation, or transport sectors.

Strong understanding of freight markets, cost structures, and commercial dynamics.

#### **Technical Skills**

Strong analytical skills and proficiency with data analysis tools.

Ability to interpret financial models, cost data, and market intelligence.

Proficiency with CRM, pricing systems, and Microsoft Excel/Power BI.

Knowledge of rail freight operations, capacity planning, or logistics economics is an advantage.

#### **Soft Skills**

Strong communication and stakeholder-management abilities.

High attention to detail and structured analytical mindset.

Ability to balance commercial priorities with operational realities.

Proactive, results-driven approach with strong problem-solving abilities.

#### **Preferred Qualifications**

Experience in yield management or dynamic pricing environments.

Knowledge of intermodal logistics, international freight markets, or cross-border rail operations.

Multilingual abilities depending on regional customer base.

#### **What Success Looks Like**

Optimized pricing strategies that increase revenue, margin, and asset utilization.

Strong collaboration with sales and operations to deliver competitive, profitable offers.

Accurate, data-driven pricing decisions that reflect market conditions.

Improved yield performance across key corridors and customer segments.

Transparent, efficient pricing processes that support commercial agility.



## 5.61 Tender Manager (Rail Freight Contracts)

### Position Overview

The Tender Manager – Rail Freight Contracts is responsible for managing the full tendering process for national and international rail freight opportunities. This role ensures that tender submissions are competitive, compliant, and aligned with commercial, operational, and financial objectives. The Tender Manager coordinates cross-functional inputs, develops compelling proposals, and supports contract negotiations to secure profitable long-term business for the company.

### Key Responsibilities

#### Tender Management & Coordination

Lead the end-to-end tender process for rail freight contracts, from opportunity identification to submission.

Analyse tender documents, customer requirements, and contractual conditions.

Develop tender plans, timelines, and responsibilities for internal stakeholders.

Coordinate contributions from sales, operations, planning, finance, legal, and technical teams.

#### Proposal Development

Prepare high-quality tender responses, including technical, commercial, and operational content.

Develop pricing models, service concepts, and operational plans in collaboration with relevant departments.

Ensure proposals clearly articulate value propositions, service capabilities, and competitive advantages.

Maintain consistency, accuracy, and compliance across all tender documents.

#### Commercial & Contractual Analysis

Review contractual terms and conditions, identifying risks, obligations, and negotiation points.

Work with legal and finance teams to ensure commercial viability and risk mitigation.

Support the development of contract amendments, clarifications, and negotiation strategies.

Ensure alignment between tender commitments and operational capabilities.

#### Pricing & Financial Modelling

Develop cost and pricing models for rail freight services, including traction, wagon provision, terminals, and ancillary services.

Analyse cost structures, margin expectations, and financial risks.

Support yield optimization and competitive pricing strategies.

Validate assumptions with operations, procurement, and finance teams.

#### Cross-Functional Collaboration

Work closely with sales, business development, operations, planning, and customer service teams.

Facilitate internal workshops to align on service design, capacity, and resource requirements.

Ensure operational feasibility and compliance with safety, quality, and regulatory standards.

Support implementation teams during contract start-up phases.



### **Process Improvement & Governance**

Maintain tender templates, documentation libraries, and best-practice guidelines.

Improve tender processes, workflows, and approval structures.

Ensure all tender submissions comply with internal governance and approval procedures.

Track tender outcomes and conduct post-tender reviews to identify improvement opportunities.

### **Market & Competitive Intelligence**

Monitor market developments, competitor activities, and regulatory changes affecting rail freight tenders.

Provide insights to support commercial strategy and product development.

Identify upcoming tender opportunities and support early engagement strategies.

### **Required Qualifications**

#### **Education & Experience**

Bachelor's degree in business, logistics, transportation, engineering, or a related field.

Experience in tender management, bid coordination, or commercial roles within rail, logistics, or transport sectors.

Strong understanding of rail freight operations, cost structures, and service design.

#### **Technical Skills**

Strong analytical and financial modelling skills.

Ability to interpret tender documents, technical specifications, and contractual terms.

Proficiency with tender management tools, CRM systems, and Microsoft Office (especially Excel and PowerPoint).

Knowledge of rail logistics, intermodal transport, or cross-border freight operations is an advantage.

#### **Soft Skills**

Excellent communication, writing, and presentation abilities.

Strong project management and organizational skills.

Ability to coordinate multiple stakeholders under tight deadlines.

Detail-oriented, structured, and proactive approach to problem-solving.

#### **Preferred Qualifications**

Experience with public procurement, EU tendering rules, or concession models.

Background in pricing, yield management, or commercial analytics.

Multilingual abilities depending on regional markets.

#### **What Success Looks Like**

High-quality, competitive tender submissions delivered on time.

Increased contract wins and improved commercial performance.

Strong cross-functional collaboration and efficient tender processes.

Clear alignment between tender commitments and operational capabilities.

Enhanced market positioning and long-term customer partnerships.



## 5.62. Marketing Manager – Rail Logistics

### Position Overview

The Marketing Manager – Rail Logistics is responsible for developing and executing marketing strategies that strengthen the company’s brand, promote rail logistics services, and support commercial growth. This role drives market visibility, customer engagement, and product positioning across freight corridors, intermodal solutions, and value-added logistics services. The Marketing Manager plays a key role in shaping the company’s market identity, supporting sales teams, and ensuring consistent, impactful communication across all channels.

### Key Responsibilities

#### Marketing Strategy & Planning

Develop and implement marketing strategies aligned with commercial objectives and market positioning.

Conduct market research to understand customer needs, industry trends, and competitive dynamics.

Define marketing plans, campaigns, and annual activity calendars.

Support strategic initiatives such as new service launches, corridor development, and product innovation.

#### Brand Management & Communication

Strengthen the company’s brand identity across all communication channels.

Ensure consistent messaging, visual identity, and tone across digital and offline materials.

Develop marketing content including brochures, presentations, case studies, and promotional materials.

Manage corporate communication related to rail logistics services and achievements.

#### Digital Marketing & Lead Generation

Oversee digital marketing activities including website content, SEO, social media, and online campaigns.

Develop targeted campaigns to generate leads and support sales pipelines.

Monitor digital performance metrics and optimize campaigns for engagement and conversion.

Collaborate with IT and external agencies to enhance digital presence and user experience.

#### Customer & Market Engagement

Organize customer events, webinars, trade fairs, and industry conferences.

Support sales teams with customer-focused materials, presentations, and value propositions.

Develop customer insights and feedback loops to support service improvement.

Promote success stories, case studies, and operational achievements.

#### Product Marketing & Service Promotion

Work with operations and commercial teams to define product features, benefits, and differentiators.

Develop marketing materials for rail freight services, intermodal solutions, and logistics products.

Support the launch of new services, corridors, or operational capabilities.



Ensure marketing content reflects operational feasibility and commercial strategy.

### **Performance Monitoring & Reporting**

Track marketing KPIs, campaign performance, and ROI.

Prepare reports, dashboards, and insights for senior management.

Identify opportunities to improve marketing effectiveness and brand visibility.

Manage marketing budgets and ensure efficient resource allocation.

### **Cross-Functional Collaboration**

Work closely with sales, business development, operations, and customer service teams.

Align marketing initiatives with commercial priorities and customer needs.

Support tender teams with marketing input, visuals, and messaging.

Collaborate with external partners, agencies, and industry associations.

### **Required Qualifications**

#### **Education & Experience**

Bachelor's degree in marketing, communications, business, logistics, or a related field.

Experience in marketing roles within logistics, transportation, rail, or industrial sectors.

Understanding of freight markets, supply chains, and rail logistics is an advantage.

#### **Technical Skills**

Strong knowledge of digital marketing tools, CRM systems, and analytics platforms.

Ability to create compelling marketing content and presentations.

Proficiency with design tools (e.g., Canva, Adobe Suite) is beneficial.

Strong analytical skills for market research and performance evaluation.

#### **Soft Skills**

Excellent communication, storytelling, and stakeholder-engagement abilities.

Creative mindset with strong attention to detail.

Ability to manage multiple projects and deadlines.

Proactive, collaborative, and results-driven approach.

#### **Preferred Qualifications**

Experience in B2B marketing, especially in logistics or transport sectors.

Knowledge of intermodal logistics, international freight markets, or rail operations.

Multilingual abilities depending on regional markets.

#### **What Success Looks Like**

Strong brand presence and increased visibility in rail logistics markets.

Effective marketing campaigns that support sales growth and customer acquisition.

High-quality marketing materials that enhance customer engagement.

Strong collaboration with commercial and operational teams.

Clear, data-driven insights that guide strategic marketing decisions.



## 5.63. Commercial Analyst

### Position Overview

The Commercial Analyst supports strategic decision-making by providing data-driven insights into pricing, revenue performance, market trends, and operational economics across rail freight and logistics services. This role plays a key part in optimizing commercial performance, supporting tendering and pricing activities, and enabling the business to make informed, profitable decisions. The Commercial Analyst works closely with sales, pricing, operations, and finance teams to strengthen commercial effectiveness and market competitiveness.

### Key Responsibilities

#### Commercial Performance Analysis

Analyse revenue, volume, margin, and yield performance across services, corridors, and customer segments.

Identify trends, risks, and opportunities to improve commercial outcomes.

Prepare dashboards, KPIs, and performance reports for management.

Support monthly and quarterly business reviews with data-driven insights.

#### Pricing & Cost Analysis

Support pricing teams with cost modelling, margin analysis, and competitive benchmarking.

Evaluate the financial impact of pricing decisions, discounts, and commercial strategies.

Analyse cost structures including traction, wagon provision, terminals, and ancillary services.

Provide recommendations to optimize profitability and asset utilization.

#### Market & Competitor Intelligence

Conduct market research on freight flows, customer demand, and industry developments.

Monitor competitor pricing, service offerings, and market positioning.

Prepare market insights to support strategic planning and business development.

Track regulatory or economic changes affecting rail logistics markets.

#### Tender & Proposal Support

Support tender managers with financial modelling, pricing inputs, and commercial analysis.

Evaluate tender requirements and assess commercial feasibility.

Prepare cost-benefit analyses and scenario modelling for new business opportunities.

Ensure tender submissions are aligned with profitability and strategic goals.

#### Data Management & Reporting

Maintain accurate commercial data in CRM, pricing tools, and reporting systems.

Develop automated reports and dashboards to improve decision-making efficiency.

Ensure data quality, consistency, and transparency across commercial processes.

Support digitalization initiatives related to commercial analytics.

#### Cross-Functional Collaboration

Work closely with sales, pricing, operations, planning, and finance teams.

Provide analytical support for new service development, corridor planning, and capacity allocation.



Contribute to strategic projects such as network optimization or commercial transformation.

Support senior management with ad-hoc analysis and business cases.

### **Required Qualifications**

#### **Education & Experience**

Bachelor's degree in business, economics, finance, logistics, or a related field.

Experience in commercial analysis, business intelligence, or financial modelling within rail, logistics, or transport sectors.

Understanding of freight markets, cost structures, and commercial dynamics.

#### **Technical Skills**

Strong analytical and quantitative skills.

Proficiency with Excel, Power BI, or other data visualization tools.

Ability to interpret financial models, operational data, and market intelligence.

Knowledge of CRM systems, pricing tools, or logistics platforms is an advantage.

#### **Soft Skills**

Strong communication and presentation abilities.

High attention to detail and structured analytical mindset.

Ability to work collaboratively across departments.

Proactive, curious, and solution-oriented approach.

#### **Preferred Qualifications**

Experience in rail freight, intermodal logistics, or supply chain analytics.

Knowledge of revenue management, pricing strategy, or tendering processes.

Multilingual abilities depending on regional markets.

#### **What Success Looks Like**

Clear, actionable insights that improve commercial performance and profitability.

Strong support for pricing, tendering, and strategic decision-making.

High-quality dashboards and reporting that enhance transparency and efficiency.

Improved understanding of market dynamics and competitive positioning.

Effective collaboration with commercial and operational teams.



## 5.64. Market Intelligence Specialist – Rail Corridors

### Position Overview

The Market Intelligence Specialist – Rail Corridors is responsible for gathering, analysing, and interpreting market data to support strategic decision-making across rail freight corridors. This role provides insights into market trends, competitive dynamics, customer demand, and regulatory developments. The specialist plays a key role in shaping commercial strategy, identifying growth opportunities, and strengthening the company's competitive positioning within the European and international rail logistics landscape.

### Key Responsibilities

#### Market Research & Analysis

Conduct in-depth research on rail freight corridors, trade flows, and logistics networks. Analyse market trends, customer demand patterns, and emerging opportunities. Monitor economic indicators, modal shifts, and supply chain developments affecting rail logistics.

Prepare corridor-specific market assessments and strategic insights.

#### Competitive Intelligence

Track competitor activities, service offerings, pricing trends, and network developments.

Benchmark corridor performance against competitors and alternative transport modes. Identify competitive threats and opportunities for differentiation.

Provide intelligence to support commercial strategy and product development.

#### Corridor Performance & Demand Forecasting

Analyse corridor performance metrics including volumes, yields, capacity utilization, and service reliability.

Develop demand forecasts and scenario models to support planning and investment decisions.

Identify bottlenecks, risks, and growth potential across key corridors.

Support long-term corridor development strategies.

#### Regulatory & Policy Monitoring

Monitor regulatory changes, infrastructure developments, and policy initiatives impacting rail corridors.

Assess the impact of EU transport policies, TEN-T developments, and cross-border regulations.

Provide insights on how regulatory shifts influence market opportunities or constraints.

Support compliance and strategic alignment with industry frameworks.

#### Strategic Insights & Reporting

Prepare market intelligence reports, dashboards, and presentations for senior management.

Provide insights to support pricing, tendering, and business development activities.

Contribute to strategic planning, investment cases, and corridor development projects.

Ensure insights are actionable, data-driven, and aligned with commercial priorities.

#### Cross-Functional Collaboration

Work closely with sales, business development, operations, planning, and finance teams.

Support tender teams with market data, competitive insights, and corridor analysis.



Collaborate with marketing to develop corridor-specific content and value propositions. Engage with external stakeholders such as infrastructure managers, industry associations, and research bodies.

### **Required Qualifications**

#### **Education & Experience**

Bachelor's degree in economics, logistics, business, transportation, or a related field. Experience in market intelligence, analytics, or strategy roles within rail, logistics, or transport sectors.

Understanding of European rail freight corridors, intermodal logistics, or supply chain networks.

#### **Technical Skills**

Strong analytical and research skills with the ability to interpret complex data.

Proficiency with data analysis tools (Excel, Power BI, Tableau, or similar).

Ability to analyse market trends, competitive dynamics, and regulatory developments.

Knowledge of rail logistics, corridor planning, or freight economics is an advantage.

#### **Soft Skills**

Excellent communication and presentation abilities.

Strong critical-thinking and problem-solving mindset.

Ability to work independently and manage multiple priorities.

Collaborative, curious, and proactive approach to insight generation.

#### **Preferred Qualifications**

Experience in European rail freight markets or cross-border logistics.

Knowledge of TEN-T corridors, EU transport policy, or infrastructure planning.

Multilingual abilities depending on regional markets.

#### **What Success Looks Like**

High-quality market insights that support strategic and commercial decision-making.

Improved corridor performance through data-driven recommendations.

Strong understanding of competitive dynamics and market opportunities.

Effective collaboration with commercial and operational teams.

Enhanced market positioning and long-term corridor development.



# Network, Capacity & Service Planning

## 5.65. Network Planning Manager

### Position Overview

The Network Planning Manager is responsible for designing, optimizing, and managing the company's rail network to ensure efficient, reliable, and commercially competitive services. This role oversees capacity planning, timetable development, corridor optimization, and long-term network strategy. The Network Planning Manager plays a central role in aligning operational capabilities with commercial demand, improving asset utilization, and supporting sustainable growth across the rail freight network.

### Key Responsibilities

#### Network Design & Optimization

Develop and optimize the rail network structure, including routes, service patterns, and corridor configurations.

Evaluate network performance and identify opportunities to improve efficiency, reliability, and capacity utilization.

Conduct scenario modelling to assess the impact of new services, infrastructure changes, or operational constraints.

Ensure network design aligns with commercial strategy and customer requirements.

#### Capacity Planning & Allocation

Manage capacity planning processes in coordination with infrastructure managers and internal stakeholders.

Allocate train paths, traction resources, and wagon capacity to maximize operational efficiency.

Monitor capacity utilization and identify bottlenecks or under-used assets.

Support long-term capacity planning for new corridors, terminals, or fleet expansions.

#### Timetable & Service Planning

Develop timetables, service schedules, and operational plans for freight services.

Ensure alignment between planned services, infrastructure availability, and operational feasibility.

Coordinate with operations, planning, and dispatch teams to ensure robust and realistic schedules.

Optimize turnaround times, cycle times, and resource deployment.

#### Performance Monitoring & Analysis

Analyze network performance metrics including punctuality, reliability, transit times, and asset utilization.

Identify root causes of performance issues and propose corrective actions.

Prepare network performance reports and dashboards for management.

Support continuous improvement initiatives to enhance network efficiency.

#### Strategic Network Development

Assess market trends, customer demand, and competitive dynamics to support long-term network strategy.

Evaluate opportunities for new services, corridors, or intermodal connections.

Collaborate with commercial teams to align network development with business growth objectives.

Support investment planning for infrastructure, terminals, and rolling stock.



### **Stakeholder & Infrastructure Coordination**

Liaise with infrastructure managers, terminal operators, and external partners to secure capacity and optimize network flows.

Participate in industry forums, capacity planning meetings, and cross-border coordination groups.

Monitor infrastructure developments, maintenance plans, and regulatory changes affecting network planning.

Ensure compliance with operational, safety, and regulatory requirements.

### **Cross-Functional Collaboration**

Work closely with operations, dispatching, commercial, fleet management, and customer service teams.

Support tendering, pricing, and business development with network feasibility assessments.

Provide input for operational planning, fleet deployment, and service implementation.

Facilitate communication between commercial and operational teams to ensure alignment.

### **Required Qualifications**

#### **Education & Experience**

Bachelor's degree in transportation, logistics, engineering, operations research, or a related field.

Experience in network planning, capacity management, or operational planning within rail, logistics, or transport sectors.

Understanding of rail infrastructure, freight operations, and capacity allocation processes.

#### **Technical Skills**

Strong analytical and modelling skills, with proficiency in planning tools and data analysis.

Ability to interpret timetables, infrastructure constraints, and operational requirements.

Knowledge of rail network planning principles, capacity management, and performance analysis.

Proficiency with Excel, planning software, and digital planning platforms.

#### **Soft Skills**

Strong communication and stakeholder-management abilities.

High attention to detail and structured problem-solving mindset.

Ability to manage complex, multi-stakeholder planning processes.

Proactive, collaborative, and strategic approach to network development.

#### **Preferred Qualifications**

Experience with European rail networks, cross-border operations, or intermodal logistics.

Knowledge of infrastructure planning, path allocation systems, or timetable construction.

Multilingual abilities depending on regional network coverage.

#### **What Success Looks Like**

Efficient, reliable, and commercially optimized rail network design.

Improved capacity utilization and reduced operational bottlenecks.

Strong alignment between network planning, commercial strategy, and operational capabilities.



High-quality timetables and service plans that enhance performance and customer satisfaction.

Data-driven insights that support long-term network development and investment decisions.



## 5.66. Capacity Planner (Rail Network)

### Position Overview

The Capacity Planner (Rail Network) is responsible for analysing, allocating, and optimizing rail network capacity to ensure efficient, reliable, and commercially viable freight or passenger services. This role manages train path planning, evaluates infrastructure constraints, and supports both short-term and long-term capacity strategies. The Capacity Planner plays a key role in balancing operational feasibility with commercial demand, ensuring optimal use of network resources while maintaining compliance with infrastructure and regulatory requirements.

### Key Responsibilities

#### Capacity Allocation & Train Path Planning

Plan and allocate train paths in coordination with infrastructure managers and internal stakeholders.

Evaluate capacity requests from commercial and operational teams, ensuring feasibility and alignment with network constraints.

Prepare and submit path applications for annual timetables, ad-hoc requests, and special services.

Monitor path confirmations, conflicts, and changes throughout the planning cycle.

#### Network Capacity Analysis

Analyse infrastructure capacity, bottlenecks, and operational constraints across key corridors.

Assess the impact of maintenance works, disruptions, and infrastructure upgrades on available capacity.

Conduct scenario modelling to evaluate alternative routing, scheduling, or resource deployment options.

Provide capacity insights to support network optimization and long-term planning.

#### Timetable Coordination & Service Planning Support

Collaborate with network planners and operations teams to ensure alignment between capacity allocation and service plans.

Support the development of robust timetables that reflect infrastructure availability and operational requirements.

Identify opportunities to improve cycle times, turnaround efficiency, and asset utilization.

Ensure capacity plans support punctuality, reliability, and service quality targets.

#### Stakeholder & Infrastructure Manager Interface

Liaise with infrastructure managers on capacity requests, path negotiations, and timetable changes.

Participate in coordination meetings, capacity planning forums, and cross-border planning groups.

Monitor regulatory changes and infrastructure planning developments affecting capacity.

Ensure compliance with national and European capacity allocation rules.

#### Performance Monitoring & Reporting

Track capacity utilization, path adherence, and operational performance.



Analyse deviations between planned and actual operations to identify improvement opportunities.

Prepare capacity reports, dashboards, and insights for management and operational teams.

Support continuous improvement initiatives to enhance network efficiency and capacity usage.

#### **Cross-Functional Collaboration**

Work closely with commercial, operations, dispatching, fleet management, and service planning teams.

Provide capacity feasibility assessments for tenders, new services, and commercial opportunities.

Support operational planning during disruptions, peak periods, or major infrastructure works.

Ensure alignment between commercial commitments and operational capacity.

#### **Required Qualifications**

##### **Education & Experience**

Bachelor's degree in transportation, logistics, engineering, operations research, or a related field.

Experience in capacity planning, timetable planning, or operational planning within rail, logistics, or transport sectors.

Understanding of rail infrastructure, path allocation processes, and operational constraints.

##### **Technical Skills**

Strong analytical and modelling skills with proficiency in planning tools and data analysis.

Ability to interpret timetables, infrastructure diagrams, and operational requirements.

Knowledge of rail capacity management principles and regulatory frameworks.

Proficiency with Excel, planning software, and digital capacity management platforms.

##### **Soft Skills**

Strong communication and stakeholder-management abilities.

High attention to detail and structured problem-solving mindset.

Ability to manage complex planning processes and competing priorities.

Proactive, collaborative, and solution-oriented approach.

##### **Preferred Qualifications**

Experience with European rail networks, cross-border operations, or intermodal logistics.

Knowledge of infrastructure planning, path allocation systems, or timetable construction.

Multilingual abilities depending on regional network coverage.

##### **What Success Looks Like**

Efficient and optimized use of network capacity across all corridors.

High-quality path planning that supports reliable and commercially competitive services.

Strong alignment between capacity planning, commercial strategy, and operational capabilities.

Reduced bottlenecks, improved punctuality, and enhanced asset utilization.



Data-driven insights that support long-term network development and investment decisions.



## 5.67. Slot Allocation Specialist

### Role Purpose

The Slot Allocation Specialist ensures the efficient planning, coordination, and allocation of train paths (slots) across the rail network. This role is central to maximizing network capacity, ensuring regulatory compliance, and supporting commercial teams with reliable, conflict-free train schedules. The specialist acts as the key interface between infrastructure managers, internal planning teams, and customers.

### Key Responsibilities

#### 1. Slot Planning & Allocation

Allocate train paths in accordance with infrastructure capacity, operational constraints, and customer requirements.

Maintain and update the slot allocation database and planning tools.

Optimize slot usage to reduce conflicts, delays, and unused capacity.

Coordinate with infrastructure managers to request, modify, or cancel train paths.

#### 2. Operational Coordination

Collaborate with dispatching, network control, and terminal operations to ensure feasibility of allocated slots.

Monitor real-time operations and adjust slot allocations when disruptions occur.

Support contingency planning during network disturbances, maintenance works, or capacity restrictions.

#### 3. Customer & Stakeholder Communication

Serve as the primary contact for internal commercial teams regarding slot availability and feasibility.

Provide customers with confirmed train paths, updates, and alternative options when needed.

Participate in coordination meetings with infrastructure managers and partner rail operators.

#### 4. Data Management & Reporting

Maintain accurate records of slot usage, conflicts, and performance indicators.

Analyse slot utilization trends and propose improvements to increase efficiency.

Prepare weekly and monthly reports on capacity usage, slot adherence, and operational performance.

#### 5. Compliance & Standards

Ensure all slot allocations comply with national and international rail regulations.

Follow internal procedures for safety, quality, and operational planning.

Support audits and regulatory reviews related to capacity management.

### Required Skills & Competencies

#### Technical Skills

Strong understanding of rail operations, network capacity, and train path planning.

Proficiency with rail planning systems (e.g., TPS, PathFinder, RailSys, or similar).

Ability to interpret timetables, infrastructure diagrams, and operational constraints.

Solid analytical and problem-solving skills.

#### Soft Skills

Excellent communication and coordination abilities.

Strong attention to detail and accuracy.

Ability to work under time pressure and manage conflicting priorities.



Collaborative mindset with cross-functional teams.

**Qualifications & Experience**

Bachelor's degree in Logistics, Transportation, Engineering, or related field (or equivalent experience).

Experience in rail freight operations, network planning, or capacity management preferred.

Knowledge of European rail regulations (e.g., TSI, RFC processes) is an advantage.

Experience with operational planning tools and data analysis software is beneficial.

**Key Performance Indicators (KPIs)**

Slot utilization rate

On-time slot confirmation

Reduction of slot conflicts

Accuracy of planning vs. actual operations

Customer satisfaction with slot availability

**Working Conditions**

Office-based with occasional visits to terminals or control centers.

Requires availability during operational peaks or disruptions.

Collaboration with international partners and infrastructure managers.



## 5.68. Corridor Manager (Rail Freight Corridors / RFC)

### Role Purpose

The Corridor Manager oversees the operational, commercial, and strategic management of designated Rail Freight Corridors (RFCs). This role ensures seamless cross-border freight operations, optimizes international capacity allocation, and strengthens cooperation between infrastructure managers, railway undertakings, terminals, and regulatory bodies. The Corridor Manager acts as the key representative of the company within the RFC governance structure.

### Key Responsibilities

#### 1. Corridor Coordination & Governance

Represent the company in RFC governance bodies (Management Board, Executive Board, Working Groups).

Coordinate with infrastructure managers, allocation bodies, and regulatory authorities across multiple countries.

Ensure compliance with EU RFC regulations, performance targets, and reporting obligations.

Contribute to the development and implementation of the RFC's strategic and operational plans.

#### 2. Capacity & Path Management

Oversee the planning, publication, and allocation of Pre-Arranged Paths (PaPs) and reserve capacity.

Ensure harmonized cross-border timetables and operational procedures.

Monitor capacity usage and propose improvements to enhance corridor efficiency.

Support conflict resolution between national capacity allocation processes and corridor needs.

#### 3. Operational Performance Management

Track corridor performance indicators (punctuality, transit times, capacity usage, bottlenecks).

Lead root-cause analyses for cross-border disruptions and coordinate corrective actions.

Facilitate operational coordination between traffic control centers and corridor partners.

Support harmonization of operational rules and processes across borders.

#### 4. Customer & Stakeholder Engagement

Act as the primary contact for railway undertakings, terminals, and logistics operators using the corridor.

Promote corridor services, including PaPs, reserve capacity, and customer information platforms.

Organize customer advisory groups, workshops, and stakeholder consultations.

Address customer feedback and support the development of customer-oriented solutions.

#### 5. Project & Development Activities

Lead or participate in international projects related to digitalization, interoperability, and capacity enhancement.



Support infrastructure development planning and investment prioritization along the corridor.

Contribute to EU-funded initiatives (e.g., CEF projects) and prepare related documentation.

Drive innovation in cross-border traffic management and data exchange.

## **6. Reporting & Compliance**

Prepare regular reports for internal management, RFC bodies, and EU institutions.

Ensure compliance with EU Regulation 913/2010 and related amendments.

Maintain documentation on corridor processes, performance, and governance decisions.

## **Required Skills & Competencies**

### **Technical Skills**

Strong understanding of international rail freight operations and cross-border capacity management.

Knowledge of EU RFC regulations, TEN-T policy, and infrastructure planning.

Experience with capacity allocation tools and traffic management systems.

Ability to interpret timetables, operational rules, and infrastructure constraints.

### **Soft Skills**

Excellent negotiation and stakeholder-management abilities.

Strong communication skills in multicultural and multilingual environments.

Analytical mindset with the ability to interpret complex operational data.

Strategic thinking combined with hands-on operational understanding.

High level of autonomy and decision-making confidence.

### **Qualifications & Experience**

Bachelor's or Master's degree in Transportation, Engineering, Logistics, or related field.

Minimum 5 years of experience in rail freight, network planning, or international operations.

Experience working with infrastructure managers, allocation bodies, or EU rail institutions is a strong advantage.

Proficiency in English; additional European languages (e.g., German, French, Italian, Dutch) are beneficial.

### **Key Performance Indicators (KPIs)**

Corridor punctuality and transit time performance

Capacity utilization of PaPs and reserve capacity

Customer satisfaction and stakeholder engagement quality

Compliance with RFC regulatory obligations

Successful delivery of international projects and initiatives

### **Working Conditions**

Frequent international travel for RFC meetings, workshops, and operational coordination.

Collaboration with partners across multiple time zones and regulatory environments.

Requires flexibility during operational disruptions or cross-border incidents.



## 5.69. Timetabling Manager

### Role Purpose

The Timetabling Manager leads the end-to-end planning, development, and optimization of rail freight timetables across the network. This role ensures that all train paths are feasible, efficient, compliant with infrastructure constraints, and aligned with commercial and operational priorities. The Timetabling Manager acts as the strategic owner of the timetable planning process, driving continuous improvement and coordinating with internal and external stakeholders to deliver a robust, high-quality timetable.

### Key Responsibilities

#### 1. Strategic Timetable Development

Lead the creation of annual, periodic, and ad-hoc timetables for freight services. Ensure timetables reflect infrastructure availability, maintenance windows, and operational constraints.

Align timetable planning with commercial strategies, customer requirements, and long-term capacity forecasts.

Oversee the integration of new services, route changes, and network developments.

#### 2. Capacity & Path Management

Manage the allocation and optimization of train paths across the network.

Ensure efficient use of available capacity while minimizing conflicts and bottlenecks.

Coordinate with infrastructure managers to secure, adjust, or negotiate train paths.

Evaluate capacity impacts of infrastructure works and propose mitigation strategies.

#### 3. Operational Coordination

Work closely with operations, dispatching, and control centers to ensure timetable feasibility.

Support real-time operations with timetable adjustments during disruptions.

Lead post-operational reviews to identify deviations and improvement opportunities.

Ensure harmonization of planning processes across regions and cross-border corridors.

#### 4. Stakeholder & Customer Engagement

Act as the primary contact for internal commercial teams regarding timetable feasibility and slot availability.

Communicate timetable changes, constraints, and opportunities to customers and partners.

Participate in coordination meetings with infrastructure managers, terminals, and partner rail operators.

Support customer onboarding by designing tailored timetable solutions.

#### 5. Data, Systems & Process Management

Oversee the use of timetable planning tools and ensure data accuracy.

Drive digitalization and automation initiatives within the planning function.

Maintain documentation of planning processes, standards, and methodologies.

Analyse performance data to improve timetable robustness and reliability.

#### 6. Leadership & Team Management

Lead and develop a team of timetable planners and capacity specialists.

Set priorities, allocate tasks, and ensure high-quality output.

Foster a culture of continuous improvement, collaboration, and operational excellence.



Provide training and coaching on planning tools, processes, and regulatory requirements.

### **Required Skills & Competencies**

#### **Technical Skills**

Deep understanding of rail operations, network capacity, and timetable planning principles.

Proficiency with planning systems (e.g., TPS, RailSys, PathFinder, or similar).

Strong analytical skills with the ability to interpret complex operational data.

Knowledge of infrastructure constraints, rolling stock characteristics, and operational rules.

#### **Soft Skills**

Strong leadership and team-management capabilities.

Excellent communication and stakeholder-management skills.

High level of organizational and decision-making ability.

Strategic mindset with attention to operational detail.

Ability to perform under pressure and manage competing priorities.

#### **Qualifications & Experience**

Bachelor's or Master's degree in Transportation, Engineering, Logistics, or related field.

Minimum 5–7 years of experience in rail operations, timetable planning, or network management.

Experience in managing teams and leading cross-functional projects.

Familiarity with national and international rail regulations.

Experience in freight operations and cross-border planning is a strong advantage.

#### **Key Performance Indicators (KPIs)**

Timetable accuracy and robustness

On-time delivery of annual and periodic timetables

Reduction in conflicts, delays, and path deviations

Capacity utilization efficiency

Customer satisfaction with timetable quality

Team performance and development

#### **Working Conditions**

Office-based with occasional visits to terminals, control centers, or partner locations.

Requires flexibility during timetable deadlines or operational disruptions.

Collaboration with national and international stakeholders.



## 5.70. Performance Manager (Punctuality & Reliability)

### Role Purpose

The Performance Manager leads the development, monitoring, and improvement of punctuality and reliability across the rail-freight network. This role ensures that operational performance is measured accurately, analysed deeply, and improved systematically. The Performance Manager acts as the central authority for performance governance, driving cross-functional initiatives to reduce delays, improve service quality, and enhance customer satisfaction.

### Key Responsibilities

#### 1. Performance Monitoring & Analysis

Oversee the collection, validation, and analysis of punctuality and reliability data.

Identify root causes of delays, cancellations, and operational disruptions.

Develop performance dashboards, KPIs, and analytical reports for internal and external stakeholders.

Monitor trends and proactively highlight emerging risks or performance deterioration.

#### 2. Performance Governance & Reporting

Lead regular performance review meetings with operations, planning, commercial, and maintenance teams.

Prepare monthly and quarterly performance reports for senior management.

Ensure compliance with national and international reporting standards (e.g., EU rail performance frameworks).

Represent the company in performance-related forums with infrastructure managers and partner operators.

#### 3. Continuous Improvement & Corrective Actions

Develop and implement performance improvement plans targeting key bottlenecks.

Coordinate cross-functional initiatives to reduce delays and enhance operational robustness.

Track the effectiveness of corrective actions and adjust strategies as needed.

Promote a culture of continuous improvement across the organization.

#### 4. Stakeholder Coordination

Collaborate closely with infrastructure managers to address network-related performance issues.

Work with commercial teams to communicate performance impacts and improvement measures to customers.

Engage with terminals, traction providers, and partner railways to improve end-to-end reliability.

Facilitate joint investigations for major incidents or recurring delay patterns.

#### 5. Tools, Systems & Data Quality

Oversee performance data systems and ensure high data accuracy and consistency.

Drive digitalization initiatives in performance monitoring and analytics.

Maintain documentation of performance methodologies, definitions, and reporting standards.

Support the integration of new tools, KPIs, and analytical models.

#### 6. Leadership & Team Development

Lead a team of performance analysts and specialists.

Set priorities, allocate tasks, and ensure high-quality analytical output.



Provide coaching, training, and professional development opportunities.  
Foster a collaborative, data-driven, and improvement-oriented team culture.

### **Required Skills & Competencies**

#### **Technical Skills**

Strong understanding of rail operations, delay attribution, and performance measurement.

Advanced analytical skills, including root-cause analysis and statistical interpretation.

Proficiency with performance tools and data platforms (e.g., TIS, delay attribution systems, BI tools).

Knowledge of infrastructure constraints, operational processes, and cross-border rail dynamics.

#### **Soft Skills**

Excellent communication and stakeholder-management abilities.

Strong leadership and facilitation skills.

High level of analytical rigor and attention to detail.

Ability to influence without authority and drive cross-functional change.

Resilience and adaptability in a fast-moving operational environment.

#### **Qualifications & Experience**

Bachelor's or Master's degree in Transportation, Engineering, Data Analytics, Logistics, or related field.

Minimum 5–7 years of experience in rail operations, performance management, or network analysis.

Experience in delay attribution, operational KPIs, and performance governance.

Familiarity with European rail performance frameworks and cross-border operations is an advantage.

Experience leading teams or cross-functional projects.

#### **Key Performance Indicators (KPIs)**

Overall punctuality and reliability performance

Reduction in primary and secondary delays

Effectiveness of corrective action plans

Data quality and reporting accuracy

Customer satisfaction related to service performance

Team development and analytical capability

#### **Working Conditions**

Office-based with occasional visits to control centers, terminals, and partner locations.

Requires flexibility during major incidents or performance crises.

Frequent interaction with national and international stakeholders.



## 5.71. Operational Excellence Manager

### Role Purpose

The Operational Excellence Manager drives the continuous improvement agenda across the rail-freight organization. This role leads strategic initiatives to enhance productivity, reduce operational waste, improve process reliability, and strengthen end-to-end service quality. Acting as a catalyst for change, the Operational Excellence Manager partners with all operational and commercial functions to embed a culture of excellence, standardization, and data-driven decision-making.

### Key Responsibilities

#### 1. Operational Excellence Strategy

Develop and implement the company's operational excellence roadmap aligned with business objectives.

Identify strategic improvement opportunities across planning, operations, maintenance, and customer service.

Promote Lean, Six Sigma, and continuous-improvement methodologies across the organization.

Drive standardization of processes, KPIs, and performance frameworks.

#### 2. Process Improvement & Optimization

Lead cross-functional improvement projects targeting efficiency, reliability, and cost reduction.

Conduct process mapping, bottleneck analysis, and value-stream assessments.

Implement best-practice operational standards and ensure adherence across regions and functions.

Evaluate and optimize workflows related to timetabling, capacity management, terminal operations, and traction planning.

#### 3. Performance & Data Analytics

Use data insights to identify systemic issues and improvement opportunities.

Develop dashboards and analytical tools to support decision-making.

Collaborate with performance teams to ensure alignment between KPIs, improvement actions, and operational outcomes.

Monitor the impact of improvement initiatives and adjust strategies accordingly.

#### 4. Change Management & Culture Building

Lead change-management activities to ensure successful adoption of new processes and tools.

Train and coach employees on continuous-improvement methods and problem-solving techniques.

Foster a culture of accountability, transparency, and operational discipline.

Facilitate workshops, Kaizen events, and cross-functional collaboration sessions.

#### 5. Stakeholder Engagement

Work closely with operations, planning, commercial, maintenance, and IT teams to drive improvements.

Engage with infrastructure managers, terminals, and partner railways to align on joint improvement initiatives.

Support senior leadership with insights, recommendations, and strategic decision support.



Communicate progress and results of improvement programs to internal and external stakeholders.

## **6. Innovation & Digital Transformation**

Identify opportunities for digitalization and automation within operational processes.

Support the implementation of new technologies such as predictive analytics, real-time monitoring tools, and workflow automation.

Evaluate emerging industry trends and benchmark against best-in-class rail-freight operators.

### **Required Skills & Competencies**

#### **Technical Skills**

Strong understanding of rail-freight operations, processes, and performance drivers.

Expertise in Lean, Six Sigma, or similar continuous-improvement methodologies.

Ability to analyse complex operational data and translate insights into actionable improvements.

Experience with process-mapping tools, BI platforms, and performance dashboards.

#### **Soft Skills**

Excellent leadership, facilitation, and communication abilities.

Strong influencing skills with the ability to drive change across diverse teams.

Strategic mindset combined with hands-on problem-solving capability.

High level of resilience, adaptability, and initiative.

Ability to manage multiple projects and priorities simultaneously.

#### **Qualifications & Experience**

Bachelor's or master's degree in engineering, Operations Management, Transportation, or related field.

Minimum 7+ years of experience in operations, continuous improvement, or transformation roles.

Rail-freight or transport-industry experience strongly preferred.

Lean Six Sigma certification (Green Belt or Black Belt) is a strong advantage.

Proven track record of leading cross-functional improvement initiatives.

#### **Key Performance Indicators (KPIs)**

Delivery and impact of improvement initiatives

Reduction in operational waste, delays, and inefficiencies

Improvement in punctuality, reliability, and service quality

Adoption rate of new processes and tools

Employee engagement in continuous-improvement activities

Cost savings and productivity gains

#### **Working Conditions**

Office-based with regular visits to terminals, depots, and operational sites.

Requires flexibility during major improvement initiatives or operational challenges.

Frequent collaboration with national and international stakeholders.



## Digital, IT & Innovation (Rail Tech)

### 5.72. Rail Digitalization Manager

#### Role Purpose

The Rail Digitalization Manager leads the digital transformation of rail-freight operations by developing and implementing innovative digital solutions, modernizing legacy systems, and driving the adoption of advanced rail-tech technologies. This role ensures that digital initiatives enhance operational efficiency, safety, customer experience, and data-driven decision-making. The Rail Digitalization Manager acts as a strategic bridge between IT, operations, commercial teams, and external technology partners.

#### Key Responsibilities

##### 1. Digital Transformation Strategy

Develop and execute the company's digitalization roadmap aligned with business and operational priorities.

Identify digital opportunities across planning, operations, maintenance, customer service, and asset management.

Lead the transition from legacy systems to modern, integrated digital platforms.

Ensure alignment with corporate IT architecture, cybersecurity standards, and data governance policies.

##### 2. Rail-Tech Innovation & Emerging Technologies

Evaluate and implement innovative rail-tech solutions such as:

- IoT-based asset monitoring

- Predictive maintenance systems

- Real-time train tracking and ETA algorithms

- Digital twins and simulation tools

- AI-driven planning and optimization

Pilot new technologies and scale successful solutions across the network.

Benchmark against industry best practices and emerging digital trends.

##### 3. System Integration & Digital Platforms

Oversee the integration of operational systems (TMS, TIS, planning tools, terminal systems, customer portals).

Ensure seamless data flows between internal and external systems, including infrastructure managers and partner railways.

Lead the implementation of APIs, data hubs, and interoperability frameworks.

Manage vendor relationships and ensure high-quality system delivery.

##### 4. Data & Analytics Enablement

Strengthen the company's data architecture to support advanced analytics and real-time decision-making.

Collaborate with data teams to develop dashboards, KPIs, and predictive models.

Promote data quality, standardization, and accessibility across the organization.

Support the development of digital performance tools for punctuality, reliability, and capacity optimization.

##### 5. Change Management & Adoption

Drive user adoption of new digital tools through training, communication, and support.

Lead change-management initiatives to ensure successful implementation of digital solutions.

Foster a digital-first culture across operational and commercial teams.



Act as a champion for innovation and continuous improvement.

## **6. Project & Stakeholder Management**

Manage digitalization projects from concept to deployment, ensuring on-time and on-budget delivery.

Coordinate with operations, planning, IT, commercial, and external partners.

Prepare business cases, ROI analyses, and investment proposals.

Report progress to senior leadership and governance bodies.

### **Required Skills & Competencies**

#### **Technical Skills**

Strong understanding of rail-freight operations, digital systems, and rail-tech solutions.

Experience with operational systems (TMS, planning tools, IoT platforms, analytics tools).

Knowledge of IT architecture, system integration, APIs, and cybersecurity principles.

Familiarity with AI, automation, and data-driven optimization in transport environments.

#### **Soft Skills**

Excellent leadership and stakeholder-management abilities.

Strong communication skills, able to translate technical concepts into business value.

Strategic mindset with hands-on problem-solving capability.

High adaptability and resilience in a fast-evolving digital landscape.

Ability to drive change and inspire innovation across teams.

#### **Qualifications & Experience**

Bachelor's or Master's degree in IT, Engineering, Digital Transformation, Data Science, or related field.

Minimum 7+ years of experience in digitalization, IT project management, or rail-tech innovation.

Experience in rail, logistics, or transport technology is highly preferred.

Proven track record of delivering complex digital projects.

Certifications in project management (e.g., PMP, Agile) or digital transformation are an advantage.

#### **Key Performance Indicators (KPIs)**

Delivery and impact of digitalization initiatives

Adoption rate of new digital tools

Reduction in manual processes and operational inefficiencies

Improvement in data availability, quality, and usability

System reliability and integration performance

ROI of digital investments

#### **Working Conditions**

Office-based with regular visits to operational sites, terminals, and partner locations.

Collaboration with national and international technology partners.

Requires flexibility during major system deployments or digital rollouts.



## 5.73. TMS (Transport Management System) Specialist

### Role Purpose

The TMS Specialist is responsible for the configuration, optimization, and continuous improvement of the Transport Management System used to plan, manage, and monitor rail-freight operations. This role ensures that the TMS supports operational excellence, integrates seamlessly with other digital platforms, and delivers reliable, high-quality data to users across the organization. The TMS Specialist acts as the functional expert and key liaison between operations, IT, vendors, and digitalization teams.

### Key Responsibilities

#### 1. System Configuration & Functional Management

Configure and maintain TMS modules (planning, dispatching, tracking, asset management, customer interfaces).

Ensure system parameters, rules, and workflows reflect operational processes and business requirements.

Manage user roles, permissions, and system settings.

Support the rollout of new functionalities and system upgrades.

#### 2. Operational Support & Troubleshooting

Provide day-to-day support to planners, dispatchers, and operational teams using the TMS.

Troubleshoot system issues, identify root causes, and coordinate fixes with IT and vendors.

Ensure high system availability and performance during operational peaks.

Develop and maintain user guides, FAQs, and support documentation.

#### 3. Process Optimization & Continuous Improvement

Analyse operational workflows and identify opportunities to improve efficiency through TMS enhancements.

Optimize planning, scheduling, and real-time monitoring processes within the system.

Lead or support continuous-improvement initiatives related to digital operations.

Ensure alignment between TMS processes and operational best practices.

#### 4. Data Quality & Reporting

Ensure accuracy and consistency of operational data within the TMS.

Monitor data flows between TMS and connected systems (e.g., TIS, ERP, terminal systems, customer portals).

Support the development of dashboards, KPIs, and performance reports.

Collaborate with data teams to improve data governance and standardization.

#### 5. Integration & Digital Ecosystem Coordination

Support integration projects involving TMS and other digital platforms (IoT, ETA systems, planning tools, APIs).

Work with IT architects to ensure interoperability and secure data exchange.

Coordinate with infrastructure managers and partner railways on cross-border data interfaces.

Participate in testing, validation, and acceptance of new integrations.

#### 6. Training & User Adoption

Train new and existing users on TMS functionalities and best practices.

Conduct workshops, demos, and refresher sessions to increase user proficiency.



Promote consistent and effective use of the system across all operational teams.  
Gather user feedback and translate it into system improvement requirements.

### **Required Skills & Competencies**

#### **Technical Skills**

Strong understanding of rail-freight operations and planning processes.  
Expertise with Transport Management Systems (rail-specific TMS preferred).  
Knowledge of system configuration, workflow design, and functional administration.  
Familiarity with APIs, system integration, and data-exchange standards.  
Proficiency with data analysis tools and BI platforms is an advantage.

#### **Soft Skills**

Excellent problem-solving and analytical abilities.  
Strong communication skills with both technical and operational stakeholders.  
High attention to detail and commitment to data quality.  
Ability to work under pressure in a fast-moving operational environment.  
Collaborative mindset and customer-oriented approach.

#### **Qualifications & Experience**

Bachelor's degree in IT, Engineering, Logistics, or related field.  
3–5+ years of experience with TMS systems, rail-tech platforms, or operational IT systems.  
Experience in rail freight, logistics, or transport operations is highly preferred.  
Hands-on experience with system configuration, testing, and user support.  
Knowledge of digitalization and process-optimization methodologies is a plus.

#### **Key Performance Indicators (KPIs)**

System availability and stability  
Reduction in TMS-related operational issues  
Data quality and accuracy in operational workflows  
User satisfaction and adoption rates  
Successful delivery of system enhancements and integrations  
Efficiency improvements enabled by TMS optimization

#### **Working Conditions**

Office-based with regular interaction with operational sites and control centers.  
Requires availability during major system releases or operational disruptions.  
Collaboration with national and international technology partners and vendors.



## 5.74. Data Analyst – Rail Operations

### Role Purpose

The Data Analyst – Rail Operations transforms operational data into actionable insights that improve punctuality, reliability, capacity usage, and overall service performance. This role supports decision-making across planning, operations, commercial, and digitalization teams by providing high-quality analytics, dashboards, and performance reporting. The analyst acts as a key enabler of data-driven operations in a complex, fast-moving rail-freight environment.

### Key Responsibilities

#### 1. Data Collection, Validation & Management

Gather and validate operational data from TMS, TIS, planning tools, terminal systems, and partner interfaces.

Ensure data accuracy, completeness, and consistency across all operational datasets.

Maintain data dictionaries, definitions, and quality standards.

Support the integration of new data sources and digital tools.

#### 2. Operational Performance Analysis

Analyse punctuality, reliability, delay causes, train path usage, and operational bottlenecks.

Conduct root-cause analysis for delays, disruptions, and performance deviations.

Identify trends, patterns, and improvement opportunities across the network.

Provide insights to support operational planning, timetabling, and capacity management.

#### 3. Dashboards & Reporting

Develop and maintain dashboards for real-time and periodic performance monitoring.

Prepare weekly, monthly, and quarterly reports for management and operational teams.

Visualize complex data in clear, intuitive formats for non-technical stakeholders.

Automate reporting processes to improve efficiency and reliability.

#### 4. Decision Support & Scenario Modelling

Support operational and strategic decision-making with data-driven recommendations.

Build models to evaluate timetable changes, capacity scenarios, and operational improvements.

Collaborate with planning teams to assess the impact of infrastructure works or service changes.

Provide analytical input for customer performance reviews and commercial discussions.

#### 5. Cross-Functional Collaboration

Work closely with operations, planning, commercial, and digitalization teams.

Support performance improvement initiatives with data insights and monitoring tools.

Collaborate with IT and digital teams on data architecture, APIs, and analytics platforms.

Engage with infrastructure managers and partner railways on cross-border performance data.

#### 6. Continuous Improvement & Innovation

Identify opportunities to enhance data processes, tools, and methodologies.

Promote data-driven culture across operational teams.

Support the adoption of advanced analytics, predictive models, and automation.



Contribute to digital transformation projects related to rail-tech and operational systems.

### **Required Skills & Competencies**

#### **Technical Skills**

Strong analytical and quantitative skills.

Proficiency with data tools (e.g., SQL, Python, R, Power BI, Tableau).

Understanding of rail-freight operations, delay attribution, and performance KPIs.

Experience with TMS, TIS, planning systems, or operational data platforms is a strong advantage.

Knowledge of data modelling, visualization, and reporting automation.

#### **Soft Skills**

Excellent communication skills, able to translate data into operational insights.

High attention to detail and commitment to data quality.

Strong problem-solving mindset and curiosity.

Ability to work under time pressure and manage multiple priorities.

Collaborative and customer-oriented approach.

#### **Qualifications & Experience**

Bachelor's or master's degree in data science, Engineering, Statistics, Transportation, or related field.

3–5+ years of experience in data analysis, preferably in rail, logistics, or transport.

Experience with operational performance data and delay analysis is highly desirable.

Familiarity with rail-freight processes and cross-border operations is a plus.

Experience with BI tools and data automation workflows.

#### **Key Performance Indicators (KPIs)**

Accuracy and reliability of data and reports

Timeliness of performance reporting

Quality and impact of analytical insights

Improvement in data quality across operational systems

Adoption and usage of dashboards and analytical tools

Contribution to performance improvement initiatives

#### **Working Conditions**

Office-based with regular interaction with operational sites and control centers.

Requires flexibility during major incidents or reporting deadlines.

Collaboration with national and international stakeholders.



## 5.75. IoT / Telematics Engineer (Wagons, LOCs)

### Role Purpose

The IoT / Telematics Engineer is responsible for designing, deploying, and maintaining telematics and IoT solutions on wagons, locomotives, and other rolling-stock assets. This role ensures that sensors, onboard devices, and communication systems deliver reliable, high-quality data to support tracking, condition monitoring, predictive maintenance, and operational optimization. The engineer acts as the technical expert for rail-telematics technologies and plays a key role in the digital transformation of rolling-stock operations.

### ✂ Key Responsibilities

#### 1. IoT & Telematics System Engineering

Design and configure telematics solutions for wagons, locomotives, and mobile assets. Select and integrate sensors (GPS, accelerometers, temperature, vibration, load, brake condition, etc.).

Ensure compatibility with onboard power systems, communication modules, and rail-specific standards.

Develop technical specifications and system architecture for new telematics deployments.

#### 2. Installation, Deployment & Maintenance

Coordinate installation of telematics devices with workshops, depots, and maintenance teams.

Perform testing, calibration, and validation of sensors and communication units.

Troubleshoot hardware and connectivity issues in the field or remotely.

Manage firmware updates, device replacements, and lifecycle maintenance.

#### 3. Connectivity & Data Transmission

Ensure reliable data transmission via GSM/LTE/5G, satellite, LoRaWAN, or other communication technologies.

Optimize data collection intervals, payload formats, and power consumption.

Monitor device connectivity and resolve communication failures.

Support integration with backend platforms, APIs, and data hubs.

#### 4. Data Quality & Analytics Support

Validate data accuracy, completeness, and consistency from telematics devices.

Collaborate with data teams to improve data models, dashboards, and predictive-maintenance algorithms.

Support development of alerts, KPIs, and diagnostic tools for rolling-stock monitoring.

Provide technical insights into anomalies, sensor failures, or unexpected data patterns.

#### 5. Vendor & Technology Management

Evaluate telematics hardware suppliers, IoT platforms, and connectivity providers.

Manage vendor relationships, service contracts, and technical escalations.

Participate in pilot projects and technology trials.

Benchmark emerging rail-tech and IoT innovations.

#### 6. Compliance, Standards & Documentation

Ensure compliance with rail safety standards, interoperability rules, and certification requirements.



Maintain documentation for device configurations, installation procedures, and system architecture.

Support audits, safety assessments, and regulatory submissions.

Contribute to internal engineering standards and best practices.

### **7. Cross-Functional Collaboration**

Work closely with maintenance, operations, digitalization, and IT teams.

Support commercial teams with telematics-based customer solutions (ETA, tracking, condition reports).

Collaborate with infrastructure managers and partner railways on cross-border data exchange.

Provide training and technical support to internal teams.

### **Required Skills & Competencies**

#### **Technical Skills**

Strong knowledge of IoT hardware, sensors, embedded systems, and communication technologies.

Experience with telematics solutions for rolling stock, vehicles, or industrial assets.

Understanding of rail-freight operations, wagon/locomotive systems, and maintenance processes.

Familiarity with APIs, MQTT, data protocols, and cloud-based IoT platforms.

Ability to read electrical diagrams, wiring schematics, and technical specifications.

#### **Soft Skills**

Strong analytical and problem-solving abilities.

Excellent communication skills with both technical and non-technical stakeholders.

High attention to detail and commitment to data quality.

Ability to work independently and manage multiple technical tasks.

Hands-on mindset with willingness to work in workshops, depots, and field environments.

#### **Qualifications & Experience**

Bachelor's or master's degree in electrical engineering, Electronics, Mechatronics, IT Engineering, or related field.

3–7+ years of experience in IoT, telematics, or embedded systems engineering.

Experience in rail, automotive, industrial IoT, or heavy-equipment telematics is highly preferred.

Knowledge of rail-specific standards (e.g., EN50155, TSI) is an advantage.

Experience with device testing, field deployment, and troubleshooting.

#### **Key Performance Indicators (KPIs)**

Device uptime and connectivity performance

Data accuracy and completeness from telematics systems

Reduction in sensor/device failures

Successful deployment of telematics projects

Contribution to predictive-maintenance and digital-operations improvements

User satisfaction with telematics tools and data

#### **Working Conditions**

Mix of office work and field work at depots, workshops, and operational sites.

Occasional travel to supplier facilities or partner railways.

Requires flexibility during major deployments or system incidents.

Hands-on work with rolling-stock equipment and onboard systems.



## 5.76. Rail Automation Engineer

### Role Purpose

The Rail Automation Engineer leads the design, implementation, and optimization of automation technologies that enhance the safety, efficiency, and reliability of rail-freight operations. This role focuses on developing intelligent control systems, automated workflows, and digital tools that support train operations, yard processes, maintenance activities, and rolling-stock monitoring. The engineer acts as a key technical expert in rail automation, bridging operational needs with advanced engineering and digital innovation.

### Key Responsibilities

#### 1. Automation System Design & Engineering

Design and develop automation solutions for rail-freight operations, including:

Automated yard and terminal processes

Remote monitoring and control systems

Automated brake-testing technologies

Intelligent wagon and locomotive systems

Predictive and condition-based automation

Create system architectures, technical specifications, and engineering documentation.

Ensure compliance with rail safety, interoperability, and cybersecurity standards.

#### 2. Implementation & Integration

Lead deployment of automation systems across yards, depots, and rolling-stock fleets.

Integrate automation solutions with TMS, IoT platforms, telematics systems, and operational control centers.

Conduct system testing, validation, and commissioning.

Troubleshoot technical issues and coordinate fixes with vendors and internal teams.

#### 3. Control Systems & Software Engineering

Configure and maintain PLCs, embedded controllers, and automation software.

Develop logic, algorithms, and workflows for automated processes.

Support development of digital twins, simulation models, and automated decision-support tools.

Ensure system reliability, redundancy, and fail-safe operation.

#### 4. Data, Monitoring & Analytics

Ensure automation systems generate accurate, high-quality operational data.

Collaborate with analytics teams to develop dashboards, alerts, and predictive-maintenance models.

Analyse system performance and identify opportunities for optimization.

Support root-cause analysis for automation-related incidents or failures.

#### 5. Safety, Compliance & Standards

Ensure all automation solutions comply with rail safety regulations (e.g., EN50126/8/9, TSI).

Conduct risk assessments, safety analyses, and hazard mitigation planning.

Prepare documentation for audits, certifications, and regulatory submissions.

Promote safe engineering practices and adherence to technical standards.

#### 6. Vendor & Technology Management

Evaluate automation technologies, suppliers, and system integrators.



Manage vendor relationships, technical reviews, and service contracts.  
Lead pilot projects and technology trials.  
Benchmark emerging automation trends in the rail and industrial sectors.

### **7. Cross-Functional Collaboration**

Work closely with operations, maintenance, digitalization, IT, and infrastructure partners.

Support commercial teams with automation-enabled customer solutions.

Provide training and technical guidance to internal teams.

Participate in cross-border automation initiatives with partner railways.

### **Required Skills & Competencies**

#### **Technical Skills**

Strong knowledge of automation engineering, control systems, and industrial automation.

Experience with PLCs, SCADA, embedded systems, and automation software.

Understanding of rail-freight operations, rolling-stock systems, and yard processes.

Familiarity with IoT, telematics, and system integration technologies.

Ability to read electrical diagrams, system schematics, and engineering documentation.

#### **Soft Skills**

Strong analytical and problem-solving abilities.

Excellent communication skills with both technical and operational stakeholders.

High attention to detail and commitment to safety.

Ability to manage complex technical projects independently.

Collaborative mindset and willingness to work in field environments.

#### **Qualifications & Experience**

Bachelor's or Master's degree in Automation Engineering, Electrical Engineering, Mechatronics, Control Systems, or related field.

5–8+ years of experience in automation engineering, ideally in rail, industrial, or transport sectors.

Experience with PLC programming, SCADA systems, and automation integration.

Knowledge of rail-specific standards and safety frameworks is a strong advantage.

Hands-on experience with field deployment and troubleshooting.

#### **Key Performance Indicators (KPIs)**

Reliability and uptime of automation systems

Reduction in manual processes and operational inefficiencies

Safety compliance and successful certification of automation solutions

Performance improvements enabled by automation

Successful delivery of automation projects

User satisfaction and adoption of automated tools

#### **Working Conditions**

Combination of office work and field work at yards, depots, and operational sites.

Occasional travel to supplier facilities and partner railways.

Requires flexibility during system deployments or technical incidents.

Hands-on work with automation hardware and rolling-stock systems.



## 5.77. Software Product Owner – Rail Solutions

### Role Purpose

The Software Product Owner – Rail Solutions is responsible for defining, prioritizing, and delivering digital products that support rail-freight operations, planning, customer services, and asset management. This role acts as the bridge between business stakeholders, operational teams, and software development squads, ensuring that digital solutions deliver measurable value, high usability, and strong alignment with operational needs. The Product Owner drives the product vision, manages the backlog, and ensures successful end-to-end delivery of rail-specific software solutions.

### Key Responsibilities

#### 1. Product Vision & Strategy

Define and communicate the product vision, roadmap, and long-term strategy for rail-tech software solutions.

Align product goals with business priorities, operational needs, and digital transformation objectives.

Identify opportunities for innovation, automation, and process optimization through software.

Benchmark industry trends and emerging rail-tech capabilities.

#### 2. Backlog Ownership & Prioritization

Own and manage the product backlog, ensuring clear prioritization based on value, feasibility, and urgency.

Translate business requirements into user stories, acceptance criteria, and functional specifications.

Balance short-term operational needs with long-term strategic development.

Ensure backlog transparency and alignment with stakeholders.

#### 3. Delivery & Development Coordination

Work closely with software development teams (internal or external) to ensure timely and high-quality delivery.

Participate in sprint planning, reviews, and retrospectives.

Provide clarifications, refine requirements, and support developers throughout the sprint cycle.

Validate deliverables and ensure they meet acceptance criteria and user expectations.

#### 4. Stakeholder Engagement

Collaborate with operations, planning, commercial, maintenance, and customer-facing teams to gather requirements.

Communicate product updates, release plans, and timelines to stakeholders.

Manage expectations and ensure alignment across departments.

Facilitate workshops, demos, and feedback sessions.

#### 5. User Experience & Adoption

Ensure products deliver intuitive, user-friendly experiences tailored to rail-freight workflows.

Conduct user testing, gather feedback, and iterate on product design.

Support training, onboarding, and change-management activities.

Monitor adoption rates and identify barriers to effective usage.

#### 6. Data, Integration & System Architecture



Ensure products integrate seamlessly with TMS, IoT platforms, planning tools, telematics systems, and partner interfaces.

Collaborate with IT architects on APIs, data flows, and system interoperability.

Support data governance, quality, and analytics requirements.

Ensure compliance with cybersecurity and IT standards.

### **7. Performance Monitoring & Continuous Improvement**

Track product KPIs, usage metrics, and customer satisfaction.

Identify improvement opportunities and drive iterative enhancements.

Ensure products remain reliable, scalable, and aligned with operational evolution.

Support incident resolution and root-cause analysis for product-related issues.

### **Required Skills & Competencies**

#### **Technical Skills**

Strong understanding of rail-freight operations, planning processes, and digital workflows.

Experience with software product management, Agile methodologies, and backlog ownership.

Familiarity with TMS, planning tools, IoT platforms, telematics, or rail-tech systems.

Ability to translate operational needs into technical requirements.

Understanding of APIs, system integration, and data structures.

#### **Soft Skills**

Excellent communication and stakeholder-management abilities.

Strong analytical and problem-solving mindset.

Ability to balance competing priorities and make informed decisions.

High level of organization, clarity, and attention to detail.

Collaborative, user-centric, and innovation-driven approach.

#### **Qualifications & Experience**

Bachelor's or Master's degree in IT, Engineering, Computer Science, Transportation, or related field.

5–8+ years of experience in product ownership, business analysis, or software delivery.

Experience in rail, logistics, or transport technology is highly preferred.

Proven track record of delivering digital products in Agile environments.

Certifications (e.g., Product Owner, Scrum, Agile) are an advantage.

#### **Key Performance Indicators (KPIs)**

Product adoption and user satisfaction

Delivery of roadmap milestones and sprint commitments

Reduction in manual processes and operational inefficiencies

System reliability, stability, and integration performance

Value creation (e.g., performance improvements, cost savings, customer benefits)

Quality of backlog management and stakeholder alignment

#### **Working Conditions**

Office-based with regular interaction with operational sites and digital teams.

Collaboration with national and international technology partners.

Requires flexibility during major releases or system incidents.



## 5.78. Asset Tracking Specialist (GPS, Sensors)

### Role Purpose

The Asset Tracking Specialist ensures the reliable operation, optimization, and continuous improvement of GPS- and sensor-based tracking systems installed on wagons, locomotives, and other rail-freight assets. This role guarantees high-quality location, condition, and status data to support operational planning, customer visibility, maintenance optimization, and digital transformation initiatives. The specialist acts as the technical and operational expert for asset-tracking technologies across the fleet.

### Key Responsibilities

#### 1. Asset Tracking System Management

Manage GPS devices, telematics units, and sensor systems installed on wagons, locomotives, and mobile assets.

Monitor device health, connectivity, and data transmission performance.

Configure tracking parameters, reporting intervals, and sensor thresholds.

Ensure compliance with technical standards and operational requirements.

#### 2. Installation, Deployment & Maintenance

Coordinate installation and replacement of tracking devices with workshops and depots.

Perform device testing, calibration, and troubleshooting.

Manage firmware updates and lifecycle maintenance of tracking hardware.

Maintain inventory of devices, spare parts, and installation kits.

#### 3. Data Quality & Monitoring

Validate GPS and sensor data for accuracy, completeness, and consistency.

Investigate anomalies such as missing data, incorrect locations, or sensor malfunctions.

Collaborate with data teams to improve data models, dashboards, and analytics.

Ensure reliable data feeds to TMS, customer portals, and operational systems.

#### 4. Integration & Digital Ecosystem Support

Support integration of tracking data with internal systems (TMS, planning tools, maintenance platforms).

Work with IT teams on APIs, data hubs, and real-time data pipelines.

Coordinate with partner railways and infrastructure managers on cross-border data exchange.

Participate in testing and validation of new integrations or system enhancements.

#### 5. Customer Visibility & Operational Support

Ensure tracking data supports customer ETA tools, shipment visibility, and service updates.

Provide operational teams with accurate asset-location information for planning and dispatching.

Support commercial teams with tracking-related customer inquiries.

Develop and maintain user guides and support documentation.

#### 6. Vendor & Technology Management

Evaluate GPS and sensor suppliers, connectivity providers, and telematics platforms.

Manage vendor relationships, service levels, and technical escalations.

Participate in pilot projects and technology trials.



Benchmark emerging asset-tracking technologies and industry best practices.

## **7. Continuous Improvement & Innovation**

Identify opportunities to enhance tracking accuracy, coverage, and reliability. Support predictive-maintenance initiatives using sensor data (e.g., vibration, temperature, load).

Contribute to automation and digital-operations projects.

Promote standardization of tracking solutions across the fleet.

### **Required Skills & Competencies**

#### **Technical Skills**

Strong understanding of GPS, telematics, IoT sensors, and communication technologies (GSM/LTE/5G, LoRaWAN, satellite).

Experience with device configuration, troubleshooting, and field deployment.

Knowledge of rail-freight operations, rolling-stock characteristics, and maintenance processes.

Familiarity with APIs, data protocols (MQTT, JSON), and cloud-based IoT platforms.

Ability to interpret technical diagrams, wiring schematics, and installation manuals.

#### **Soft Skills**

Strong analytical and problem-solving abilities.

Excellent communication skills with both technical and operational stakeholders.

High attention to detail and commitment to data quality.

Ability to manage multiple tasks and work independently.

Hands-on, practical mindset with willingness to work in field environments.

#### **Qualifications & Experience**

Bachelor's degree in Electronics, IT Engineering, Telecommunications, Mechatronics, or related field.

3–6+ years of experience in GPS/telematics, IoT systems, or industrial sensor technologies.

Experience in rail, automotive, logistics, or industrial IoT environments is highly preferred.

Knowledge of rail-specific standards (e.g., EN50155) is an advantage.

Experience with device testing, field deployment, and troubleshooting.

#### **Key Performance Indicators (KPIs)**

Device uptime and connectivity rate

Accuracy and completeness of tracking data

Reduction in device failures and data gaps

Successful deployment of tracking devices and upgrades

User satisfaction with tracking tools and visibility platforms

Contribution to operational and customer-service improvements

#### **Working Conditions**

Mix of office work and field work at depots, workshops, and operational sites.

Occasional travel to supplier facilities or partner railways.

Requires flexibility during major deployments or system incidents.

Hands-on work with rolling-stock equipment and onboard devices.



## 5.79. Predictive Analytics Engineer

### Role Purpose

The Predictive Analytics Engineer develops advanced analytical models and machine-learning solutions that forecast operational events, asset failures, maintenance needs, and network performance. This role transforms large, complex datasets into predictive insights that improve punctuality, reliability, asset availability, and operational efficiency. The engineer acts as a key contributor to the company's digital transformation, enabling proactive, data-driven decision-making across the rail-freight value chain.

### Key Responsibilities

#### 1. Predictive Model Development

Build and deploy machine-learning models for:

Predictive maintenance of wagons, locomotives, and components

Delay prediction and ETA forecasting

Network congestion and capacity-risk forecasting

Sensor-based anomaly detection

Asset-health scoring and lifecycle optimization

Select appropriate algorithms, features, and modelling techniques.

Validate, tune, and optimize models for accuracy, robustness, and scalability.

#### 2. Data Engineering & Feature Development

Work with IoT, telematics, TMS, and operational datasets to create high-quality features.

Clean, transform, and structure large datasets for modelling.

Collaborate with data engineers to ensure reliable data pipelines and real-time data flows.

Integrate external data sources (weather, infrastructure works, partner railway data) into predictive models.

#### 3. Deployment & MLOps

Deploy predictive models into production environments using modern MLOps practices.

Monitor model performance, drift, and data quality.

Automate retraining, versioning, and model lifecycle management.

Ensure models meet performance, reliability, and security standards.

#### 4. Operational Integration & Decision Support

Translate predictive insights into actionable recommendations for operations, planning, and maintenance teams.

Develop dashboards, alerts, and decision-support tools for real-time use.

Support integration of predictive outputs into TMS, maintenance systems, and customer platforms.

Collaborate with performance teams to quantify impact and refine use cases.

#### 5. Cross-Functional Collaboration

Work closely with operations, maintenance, digitalization, IT, and commercial teams.

Support predictive-maintenance programs with engineering and workshop teams.

Engage with infrastructure managers and partner railways on cross-border predictive data.



Participate in innovation projects and digital-rail initiatives.

## **6. Research & Innovation**

Explore new modelling techniques, AI/ML frameworks, and rail-tech innovations. Benchmark industry best practices in predictive analytics for transport and heavy assets.

Lead pilot projects and proof-of-concepts for emerging technologies.

Contribute to the company's long-term analytics strategy.

### **Required Skills & Competencies**

#### **Technical Skills**

Strong expertise in machine learning, statistical modelling, and predictive analytics. Proficiency with Python, R, SQL, and ML frameworks (TensorFlow, PyTorch, Scikit-learn).

Experience with big-data platforms, cloud environments, and MLOps tools.

Understanding of IoT/telematics data, sensor analytics, and time-series modelling.

Knowledge of rail-freight operations, rolling-stock systems, or industrial assets is a strong advantage.

#### **Soft Skills**

Strong analytical and problem-solving mindset.

Ability to explain complex models to non-technical stakeholders.

High attention to detail and data quality.

Collaborative, curious, and innovation-driven.

Ability to manage multiple projects and deliver under time pressure.

### **Qualifications & Experience**

Bachelor's or master's degree in data science, Computer Science, Engineering, Statistics, or related field.

4–8+ years of experience in predictive analytics, machine learning, or data science.

Experience with industrial IoT, telematics, or transport analytics is highly preferred.

Hands-on experience deploying models into production environments.

Familiarity with rail-specific data sources (TMS, TIS, sensor data) is a plus.

### **Key Performance Indicators (KPIs)**

Accuracy and reliability of predictive models

Reduction in unplanned maintenance events and asset downtime

Improvement in punctuality, ETA accuracy, and operational performance

Adoption and usage of predictive tools by operational teams

Speed and quality of model deployment and iteration

Contribution to cost savings and productivity gains

### **Working Conditions**

Office-based with regular interaction with operational sites, workshops, and digital teams.

Occasional travel to depots, partner railways, or technology providers.

Requires flexibility during major deployments or operational incidents.



## Management & Support Functions

### 5.80. Operations Manager – Rail Freight

#### Role Purpose

The Operations Manager – Rail Freight leads the daily execution, coordination, and continuous improvement of rail-freight operations across the network. This role ensures safe, reliable, and efficient train services while meeting customer expectations and regulatory requirements. The Operations Manager acts as the central operational leader, driving performance, managing teams, coordinating with infrastructure managers, and ensuring seamless end-to-end service delivery.

#### Key Responsibilities

##### 1. Operational Leadership & Execution

Oversee day-to-day rail-freight operations, including train planning, dispatching, terminal activities, and fleet utilization.

Ensure safe and compliant execution of all operational processes.

Manage operational disruptions, coordinate recovery actions, and communicate impacts to stakeholders.

Ensure alignment between planning, real-time operations, and customer commitments.

##### 2. Performance Management

Monitor punctuality, reliability, asset utilization, and operational KPIs.

Lead root-cause analysis for delays, incidents, and service failures.

Implement corrective actions and continuous-improvement initiatives.

Drive operational excellence across all regions and functions.

##### 3. Team Leadership & Workforce Management

Lead and develop teams including dispatchers, controllers, terminal supervisors, and operational coordinators.

Set clear objectives, manage performance, and support professional development.

Ensure adequate staffing, shift planning, and operational readiness.

Foster a culture of safety, accountability, and collaboration.

##### 4. Safety, Compliance & Risk Management

Ensure compliance with national and international rail safety regulations.

Promote a strong safety culture and lead safety-related initiatives.

Conduct risk assessments, incident reviews, and safety audits.

Ensure operational processes adhere to internal standards and regulatory frameworks.

##### 5. Stakeholder Coordination

Collaborate with infrastructure managers, partner railways, terminals, and traction providers.

Coordinate cross-border operations and manage international interfaces.

Work closely with commercial teams to support customer requirements and service commitments.

Represent operations in internal and external meetings, committees, and working groups.

##### 6. Operational Planning & Resource Optimization

Oversee locomotive, wagon, and crew allocation to ensure efficient resource usage.

Support timetable planning, capacity requests, and infrastructure coordination.

Optimize operational workflows to reduce costs and improve service quality.

Contribute to long-term operational strategy and network development.



## **7. Digitalization & Process Improvement**

Support adoption of digital tools (TMS, telematics, automation, analytics).

Identify opportunities for process optimization and operational innovation.

Collaborate with digital and IT teams on system enhancements and data-driven improvements.

Promote standardization and best practices across the network.

### **Required Skills & Competencies**

#### **Technical Skills**

Deep understanding of rail-freight operations, planning, and real-time control.

Knowledge of safety regulations, operational rules, and cross-border procedures.

Experience with TMS, dispatching systems, and operational performance tools.

Strong analytical skills with ability to interpret operational data and KPIs.

#### **Soft Skills**

Strong leadership and team-management capabilities.

Excellent communication and stakeholder-management skills.

High resilience and decision-making ability in time-critical situations.

Strategic mindset combined with hands-on operational understanding.

Ability to drive change and foster continuous improvement.

#### **Qualifications & Experience**

Bachelor's or Master's degree in Transportation, Logistics, Engineering, or related field.  
7–10+ years of experience in rail-freight operations, network management, or transport operations.

Proven leadership experience managing operational teams.

Experience with cross-border rail operations is a strong advantage.

Familiarity with digital tools, performance management, and operational excellence frameworks.

#### **Key Performance Indicators (KPIs)**

Punctuality and reliability performance

Operational safety indicators

Asset and resource utilization efficiency

Customer satisfaction and service quality

Effectiveness of disruption management

Team performance and engagement

#### **Working Conditions**

Office-based with frequent visits to terminals, control centers, and operational sites.

Requires availability during operational disruptions or major incidents.

Regular interaction with national and international partners.



## 5.81. Rail Logistics Manager

### Role Purpose

The Rail Logistics Manager leads and optimizes the end-to-end logistics chain for rail-freight services, ensuring efficient planning, seamless execution, and high-quality customer delivery. This role oversees multimodal coordination, wagon and locomotive logistics, terminal operations, and customer service performance. The Rail Logistics Manager acts as the strategic owner of the logistics process, driving efficiency, reliability, and continuous improvement across the entire transport chain.

### Key Responsibilities

#### 1. End-to-End Logistics Management

Oversee the full logistics chain from customer order to final delivery.  
Ensure efficient coordination of wagons, locomotives, terminals, and last-mile services.  
Optimize transport flows, routing, and resource allocation.  
Ensure alignment between planning, operations, and customer requirements.

#### 2. Capacity & Resource Planning

Manage wagon and locomotive availability, allocation, and rotation.  
Coordinate with planning teams to secure train paths and terminal slots.  
Optimize fleet utilization and reduce empty runs and inefficiencies.  
Support long-term capacity planning and fleet strategy.

#### 3. Customer Delivery & Service Quality

Ensure high-quality, on-time delivery of customer shipments.  
Act as escalation point for major customer issues or service disruptions.  
Collaborate with commercial teams to understand customer needs and service commitments.  
Monitor customer KPIs and drive improvements in service reliability.

#### 4. Terminal & Last-Mile Coordination

Oversee terminal operations, loading/unloading processes, and yard logistics.  
Coordinate with road transport partners for first- and last-mile services.  
Ensure efficient handovers between modes and partners.  
Drive standardization and best practices across terminals.

#### 5. Performance Monitoring & Continuous Improvement

Track logistics KPIs (e.g., wagon cycle time, asset utilization, delivery performance).  
Lead root-cause analysis for logistics bottlenecks and inefficiencies.  
Implement corrective actions and continuous-improvement initiatives.  
Support digitalization and automation of logistics processes.

#### 6. Safety, Compliance & Risk Management

Ensure compliance with rail safety regulations, operational rules, and logistics standards.  
Promote a strong safety culture across logistics operations.  
Conduct risk assessments and implement mitigation measures.  
Ensure proper documentation, certifications, and regulatory adherence.

#### 7. Stakeholder & Partner Management

Collaborate with infrastructure managers, partner railways, terminals, and traction providers.  
Manage relationships with logistics partners, road carriers, and service providers.  
Represent logistics in internal and external working groups and committees.



Support cross-border coordination and international logistics flows.

### **8. Leadership & Team Development**

Lead and develop logistics coordinators, fleet managers, and terminal supervisors.

Set clear objectives, manage performance, and support professional growth.

Foster a culture of accountability, collaboration, and operational excellence.

Ensure effective communication across teams and functions.

### **Required Skills & Competencies**

#### **Technical Skills**

Strong understanding of rail-freight logistics, multimodal transport, and supply-chain processes.

Knowledge of wagon and locomotive operations, terminal processes, and network planning.

Experience with TMS, fleet-management tools, and logistics performance systems.

Analytical skills with ability to interpret operational and logistics data.

#### **Soft Skills**

Strong leadership and team-management capabilities.

Excellent communication and stakeholder-management skills.

High resilience and decision-making ability in time-critical situations.

Customer-oriented mindset with strong problem-solving abilities.

Ability to drive change and foster continuous improvement.

#### **Qualifications & Experience**

Bachelor's or Master's degree in Logistics, Transportation, Supply Chain, Engineering, or related field.

7–10+ years of experience in rail-freight logistics, multimodal transport, or supply-chain management.

Proven leadership experience managing logistics or operational teams.

Experience with cross-border rail logistics is a strong advantage.

Familiarity with digital logistics tools and performance-management frameworks.

#### **Key Performance Indicators (KPIs)**

Delivery performance and customer satisfaction

Wagon and locomotive utilization

Wagon cycle time and asset-turnover efficiency

Terminal productivity and last-mile performance

Cost efficiency and reduction of logistics waste

Team performance and engagement

#### **Working Conditions**

Office-based with frequent visits to terminals, depots, and operational sites.

Requires availability during major disruptions or logistics incidents.

Regular interaction with national and international partners.



## 5.82. Depot Manager

### Role Purpose

The Depot Manager leads all activities within the rail-freight depot, ensuring safe, efficient, and high-quality maintenance, inspection, and preparation of wagons, locomotives, and related assets. This role is responsible for operational performance, workforce leadership, safety compliance, and continuous improvement within the depot environment. The Depot Manager acts as the central authority for depot operations, ensuring rolling-stock readiness and supporting reliable service delivery across the network.

### Key Responsibilities

#### 1. Depot Operations Leadership

Oversee daily depot activities including maintenance, inspections, repairs, cleaning, and asset preparation.

Ensure efficient workflow planning, resource allocation, and task prioritization.

Coordinate with operations and planning teams to meet fleet availability targets.

Manage depot capacity, turnaround times, and operational bottlenecks.

#### 2. Maintenance & Asset Readiness

Ensure wagons, locomotives, and equipment meet technical, safety, and operational standards.

Oversee preventive and corrective maintenance activities.

Monitor asset condition, maintenance backlogs, and component availability.

Support implementation of predictive-maintenance and digital-inspection tools.

#### 3. Safety, Compliance & Quality Assurance

Ensure full compliance with rail safety regulations, maintenance standards, and certification requirements.

Lead safety briefings, audits, and incident investigations.

Promote a strong safety culture and enforce safe working practices.

Maintain documentation for inspections, certifications, and regulatory reporting.

#### 4. Workforce Management & Leadership

Lead and develop depot teams including technicians, inspectors, shunters, and support staff.

Manage staffing levels, shift planning, and training needs.

Conduct performance reviews and support professional development.

Foster a culture of accountability, teamwork, and continuous improvement.

#### 5. Depot Infrastructure & Equipment Management

Oversee maintenance and availability of depot infrastructure (tracks, pits, cranes, tools, lifting equipment).

Ensure compliance with technical standards and equipment certifications.

Manage procurement and inventory of spare parts, tools, and consumables.

Support investment planning for depot upgrades and modernization.

#### 6. Performance Monitoring & Continuous Improvement

Track depot KPIs such as asset availability, maintenance productivity, turnaround times, and safety metrics.

Lead root-cause analysis for recurring failures or operational issues.

Implement process improvements to increase efficiency and reduce downtime.



Support digitalization initiatives such as mobile work orders, IoT sensors, and automated inspections.

### **7. Stakeholder Coordination**

Collaborate with operations, planning, fleet management, and commercial teams. Coordinate with external partners such as component suppliers, contractors, and certification bodies.

Support cross-border maintenance coordination with partner railways.

Represent the depot in internal and external meetings, audits, and working groups.

### **Required Skills & Competencies**

#### **Technical Skills**

Strong understanding of rail-freight maintenance, depot operations, and rolling-stock systems.

Knowledge of maintenance standards, safety regulations, and certification processes.

Experience with maintenance management systems (CMMS), TMS, and digital inspection tools.

Ability to interpret technical drawings, maintenance manuals, and engineering documentation.

#### **Soft Skills**

Strong leadership and team-management capabilities.

Excellent communication and stakeholder-management skills.

High resilience and decision-making ability in time-critical situations.

Strong organizational and problem-solving abilities.

Commitment to safety, quality, and continuous improvement.

#### **Qualifications & Experience**

Bachelor's degree in mechanical engineering, Rail Engineering, Operations Management, or related field.

7–10+ years of experience in rail maintenance, depot operations, or rolling-stock management.

Proven leadership experience managing technical or operational teams.

Experience with safety-critical environments and regulatory compliance.

Familiarity with digital maintenance tools and modern depot technologies is an advantage.

#### **Key Performance Indicators (KPIs)**

Rolling-stock availability and readiness

Maintenance productivity and turnaround times

Safety performance and incident reduction

Compliance with maintenance standards and audits

Cost efficiency and resource utilization

Team performance and engagement

#### **Working Conditions**

Depot-based with regular presence on the shop floor and operational areas.

Requires availability during operational disruptions or urgent maintenance events.

Frequent interaction with technicians, inspectors, and operational teams.

Occasional travel to other depots, workshops, or partner facilities.



## 5.83. Terminal Manager

### Role Purpose

The Terminal Manager leads all activities within a rail-freight terminal, ensuring safe, efficient, and high-quality handling of wagons, containers, and cargo. This role is responsible for operational performance, workforce leadership, safety compliance, equipment availability, and customer service excellence. The Terminal Manager acts as the central authority for terminal operations, driving productivity, reliability, and continuous improvement across the site.

### Key Responsibilities

#### 1. Terminal Operations Leadership

Oversee daily terminal operations including shunting, loading/unloading, crane operations, and yard management.

Ensure efficient coordination of train arrivals, departures, and cargo flows.

Optimize yard layout, storage capacity, and resource allocation.

Manage operational disruptions and ensure timely recovery actions.

#### 2. Safety, Compliance & Quality Assurance

Ensure full compliance with rail safety regulations, terminal standards, and operational procedures.

Lead safety briefings, toolbox talks, audits, and incident investigations.

Promote a strong safety culture and enforce safe working practices.

Maintain documentation for inspections, certifications, and regulatory reporting.

#### 3. Workforce Management & Leadership

Lead and develop terminal teams including crane operators, shunters, forklift drivers, yard supervisors, and administrative staff.

Manage staffing levels, shift planning, and training requirements.

Conduct performance reviews and support professional development.

Foster a culture of accountability, teamwork, and continuous improvement.

#### 4. Equipment & Infrastructure Management

Oversee the maintenance and availability of terminal equipment (cranes, reach stackers, forklifts, shunting locomotives).

Ensure compliance with technical standards and equipment certifications.

Manage procurement and inventory of spare parts, tools, and consumables.

Support investment planning for terminal upgrades and modernization.

#### 5. Customer Service & Stakeholder Coordination

Ensure high-quality service delivery for customers, operators, and logistics partners.

Act as escalation point for customer issues or service disruptions.

Coordinate with rail operators, road carriers, shipping lines, and infrastructure managers.

Support commercial teams with operational insights and customer requirements.

#### 6. Performance Monitoring & Continuous Improvement

Track terminal KPIs such as productivity, turnaround times, crane performance, and service reliability.

Lead root-cause analysis for operational bottlenecks and inefficiencies.

Implement corrective actions and continuous-improvement initiatives.

Support digitalization and automation of terminal processes.

#### 7. Operational Planning & Resource Optimization



Plan and optimize terminal capacity, equipment usage, and workforce deployment. Coordinate with planning teams on train schedules, cargo flows, and peak-period management.

Reduce operational waste, idle time, and inefficiencies.

Contribute to long-term terminal strategy and infrastructure development.

### **Required Skills & Competencies**

#### **Technical Skills**

Strong understanding of terminal operations, rail-freight logistics, and multimodal processes.

Knowledge of yard management, crane operations, and cargo-handling equipment.

Experience with TOS (Terminal Operating Systems), TMS, and operational performance tools.

Ability to interpret operational data, KPIs, and productivity metrics.

#### **Soft Skills**

Strong leadership and team-management capabilities.

Excellent communication and stakeholder-management skills.

High resilience and decision-making ability in time-critical situations.

Customer-oriented mindset with strong problem-solving abilities.

Ability to drive change and foster continuous improvement.

#### **Qualifications & Experience**

Bachelor's degree in Logistics, Transportation, Operations Management, Engineering, or related field.

7–10+ years of experience in terminal operations, rail logistics, or multimodal transport.

Proven leadership experience managing operational teams in a terminal or depot environment.

Experience with safety-critical operations and regulatory compliance.

Familiarity with digital terminal tools, automation, and performance-management frameworks.

#### **Key Performance Indicators (KPIs)**

Terminal productivity and throughput

Train and truck turnaround times

Safety performance and incident reduction

Equipment availability and utilization

Customer satisfaction and service reliability

Cost efficiency and resource optimization

Team performance and engagement

#### **Working Conditions**

Terminal-based with regular presence on the yard and operational areas.

Requires availability during operational disruptions or peak periods.

Frequent interaction with operators, logistics partners, and customers.

Occasional travel to other terminals or partner facilities.



## 5.84. Regional Manager – Rail Operations

### Role Purpose

The Regional Manager – Rail Operations provides strategic and operational leadership across a defined geographical region, ensuring safe, reliable, and efficient rail-freight services. This role oversees multiple operational sites terminals, depots, control functions, and cross-border corridors while driving performance, customer satisfaction, and continuous improvement. The Regional Manager acts as the senior operational authority in the region, aligning local execution with company-wide strategy and standards.

### Key Responsibilities

#### 1. Regional Operational Leadership

Lead end-to-end rail-freight operations across multiple sites, corridors, and countries. Ensure safe, compliant, and efficient execution of train services, terminal activities, and fleet operations.

Oversee regional control/dispatching functions and ensure effective disruption management.

Align regional operations with national and international service commitments.

#### 2. Performance & Service Quality

Monitor regional KPIs including punctuality, reliability, asset utilization, and customer delivery.

Lead root-cause analysis for major incidents, delays, and service failures.

Implement corrective actions and drive continuous-improvement initiatives.

Ensure consistent application of operational standards across all sites.

#### 3. Safety, Compliance & Risk Management

Ensure full compliance with rail safety regulations, operational rules, and cross-border requirements.

Lead safety culture initiatives, audits, and incident investigations.

Manage operational risks and implement mitigation measures.

Ensure regional adherence to certification, documentation, and regulatory frameworks.

#### 4. Multi-Site Workforce Leadership

Lead and develop managers across terminals, depots, and operational teams.

Ensure effective staffing, shift planning, and workforce readiness across the region.

Drive talent development, succession planning, and leadership capability.

Foster a culture of accountability, collaboration, and operational excellence.

#### 5. Stakeholder & Partner Coordination

Act as the primary regional interface with infrastructure managers, partner railways, terminals, and traction providers.

Coordinate cross-border operations and international service flows.

Support commercial teams with operational insights, customer escalations, and service commitments.

Represent the region in internal and external committees, working groups, and regulatory forums.

#### 6. Resource & Capacity Management

Oversee regional allocation of locomotives, wagons, crews, and terminal capacity.

Support timetable planning, path requests, and infrastructure coordination.

Optimize resource usage to reduce costs and improve service quality.



Contribute to long-term fleet, infrastructure, and capacity planning.

## **7. Digitalization & Innovation**

Promote adoption of digital tools (TMS, telematics, automation, analytics) across the region.

Support implementation of predictive-maintenance, real-time monitoring, and digital workflows.

Identify opportunities for process automation and operational innovation.

Ensure consistent use of digital systems and data-driven decision-making.

### **Required Skills & Competencies**

#### **Technical Skills**

Deep understanding of rail-freight operations, multimodal logistics, and cross-border processes.

Strong knowledge of safety regulations, operational rules, and infrastructure constraints.

Experience with TMS, dispatching systems, terminal tools, and performance platforms.

Ability to interpret operational data, KPIs, and financial metrics.

#### **Soft Skills**

Strong leadership and people-management capabilities across multiple sites.

Excellent communication and stakeholder-management skills.

High resilience and decision-making ability in time-critical situations.

Strategic mindset with hands-on operational understanding.

Ability to drive change, influence diverse teams, and foster continuous improvement.

#### **Qualifications & Experience**

Bachelor's or Master's degree in Transportation, Logistics, Engineering, or related field.

10+ years of experience in rail-freight operations, network management, or multimodal logistics.

Proven leadership experience managing large teams and multi-site operations.

Experience with cross-border rail operations is a strong advantage.

Familiarity with digital tools, performance management, and operational excellence frameworks.

#### **Key Performance Indicators (KPIs)**

Regional punctuality and reliability

Safety performance and regulatory compliance

Asset and resource utilization efficiency

Customer satisfaction and service delivery

Cost efficiency and operational productivity

Team performance, engagement, and leadership development

#### **Working Conditions**

Frequent travel across terminals, depots, and operational sites within the region.

Availability during major disruptions or operational incidents.

Regular interaction with national and international partners.

Combination of office work and on-site operational presence.



## 5.85. HR Manager (Rail Certifications)

### Role Purpose

The HR Manager (Rail Certifications) oversees all certification, qualification, and regulatory compliance processes for safety-critical and operational staff in the rail-freight organization. This role ensures that employees meet all legal, technical, and operational requirements to perform their duties safely and effectively. The HR Manager acts as the central authority for certification governance, coordinating with regulators, training providers, and internal departments to maintain a fully compliant and operational workforce.

### Key Responsibilities

#### 1. Certification Governance & Compliance

Manage all rail-related certifications, licenses, and qualifications (e.g., train drivers, shunters, safety personnel, maintenance staff).

Ensure compliance with national and international rail regulations, including safety directives and cross-border requirements.

Maintain up-to-date knowledge of regulatory changes and ensure timely implementation.

Serve as the primary liaison with certification bodies, authorities, and auditors.

#### 2. Certification Tracking & Workforce Readiness

Oversee certification databases and ensure accurate, real-time tracking of employee qualifications.

Monitor expiry dates, renewal cycles, and mandatory training requirements.

Ensure no employee performs duties without valid certifications.

Provide regular readiness reports to operations, planning, and senior management.

#### 3. Training Coordination & Development

Coordinate mandatory training programs related to safety, operations, and technical competencies.

Work with internal trainers and external providers to schedule and deliver certification-related training.

Ensure training content meets regulatory and operational standards.

Support development of new training modules based on regulatory updates or operational needs.

#### 4. Audit, Documentation & Quality Assurance

Prepare documentation for internal and external audits.

Ensure all certification records are complete, accurate, and audit-ready.

Lead corrective actions following audit findings or compliance gaps.

Maintain standardized processes and documentation templates.

#### 5. Stakeholder Collaboration

Work closely with operations, maintenance, safety, and planning teams to understand certification needs.

Support HR business partners with workforce planning and recruitment aligned to certification requirements.

Collaborate with unions, works councils, and employee representatives on certification-related topics.

Coordinate with international partners for cross-border certification equivalence.

#### 6. Digitalization & Process Improvement



Drive digitalization of certification management systems and workflows.  
Implement automated alerts, dashboards, and reporting tools.  
Identify opportunities to streamline certification processes and reduce administrative workload.  
Support integration of certification data with HRIS, TMS, and operational systems.

## **7. Risk Management**

Identify certification-related risks that could impact operations or safety.  
Develop mitigation plans and ensure proactive renewal of critical qualifications.  
Support incident investigations where certification or training may be a contributing factor.  
Ensure business continuity through robust certification planning.

## **Required Skills & Competencies**

### **Technical Skills**

Strong understanding of rail-freight operations, safety-critical roles, and regulatory frameworks.  
Knowledge of national and international rail certification requirements.  
Experience with HRIS, LMS, and certification-tracking systems.  
Ability to interpret regulatory documents, safety standards, and compliance guidelines.

### **Soft Skills**

Excellent organizational and project-management abilities.  
Strong communication and stakeholder-management skills.  
High attention to detail and commitment to accuracy.  
Ability to work under pressure and manage multiple deadlines.  
Proactive, structured, and compliance-driven mindset.

### **Qualifications & Experience**

Bachelor's or master's degree in human resources, Business Administration, Compliance, or related field.  
7–10+ years of experience in HR, compliance, or training management.  
Experience in rail, aviation, logistics, or other safety-critical industries is highly preferred.  
Proven experience managing certification or regulatory compliance programs.  
Familiarity with European rail regulations and cross-border certification frameworks is an advantage.

### **Key Performance Indicators (KPIs)**

Certification compliance rate (zero expired certifications)  
Audit results and regulatory compliance performance  
Timeliness of renewals and training completions  
Accuracy and completeness of certification records  
Workforce readiness and operational continuity  
Efficiency and digitalization of certification processes

### **Working Conditions**

Office-based with regular interaction with operational sites, training centers, and regulatory bodies.  
Occasional travel for audits, training coordination, or regulatory meetings.  
Requires flexibility during major audits or certification cycles.



## 5.86. Finance Controller – Rail

### Role Purpose

The Finance Controller – Rail ensures robust financial management, performance transparency, and cost control across the rail-freight business. This role provides strategic financial insights, supports operational decision-making, and ensures accurate reporting for a complex, asset-intensive, and cross-border rail environment. The Finance Controller acts as a key business partner to operations, logistics, fleet management, and commercial teams, driving financial discipline and long-term value creation.

### Key Responsibilities

#### 1. Financial Planning & Budgeting

Lead annual budgeting, quarterly forecasting, and long-term financial planning for rail operations.

Develop cost models for train services, terminals, depots, and fleet activities.

Ensure alignment between financial plans and operational strategies.

Identify risks, opportunities, and cost-saving potentials.

#### 2. Performance Controlling & Reporting

Monitor financial performance across revenue, cost, and margin drivers.

Prepare monthly management reports, variance analyses, and KPI dashboards.

Analyse operational KPIs (e.g., train productivity, asset utilization, maintenance costs) and translate them into financial insights.

Support management with decision-ready financial information.

#### 3. Cost Control & Profitability Analysis

Track and control direct and indirect costs (traction, infrastructure charges, maintenance, terminals, staff).

Conduct profitability analyses by corridor, customer, product, and asset type.

Identify cost inefficiencies and propose corrective actions.

Support pricing decisions and commercial negotiations with financial insights.

#### 4. Investment & Asset Controlling

Evaluate business cases for fleet investments, terminal upgrades, and digitalization projects.

Monitor CAPEX execution, depreciation, and asset lifecycle costs.

Support ROI calculations and post-investment reviews.

Ensure accurate accounting of rolling-stock and infrastructure assets.

#### 5. Operational Business Partnering

Act as the financial counterpart to operations, logistics, fleet, and planning teams.

Provide financial guidance during operational disruptions, capacity planning, and resource allocation.

Support cross-border operations with cost transparency and performance insights.

Participate in operational steering committees and performance reviews.

#### 6. Compliance, Audit & Governance

Ensure adherence to accounting standards, internal controls, and financial policies.

Support internal and external audits with accurate documentation.

Maintain strong governance over financial processes and reporting accuracy.

Ensure compliance with regulatory and contractual financial obligations.

#### 7. Digitalization & Process Improvement



Drive automation and digitalization of controlling processes.  
Support implementation of BI tools, dashboards, and data-driven reporting.  
Improve data quality and integration between finance, TMS, and operational systems.  
Promote continuous improvement in financial workflows.

### **Required Skills & Competencies**

#### **Technical Skills**

Strong knowledge of financial controlling, cost accounting, and performance management.  
Understanding of rail-freight operations, cost drivers, and asset-heavy business models.  
Proficiency with ERP systems, BI tools, and financial modelling.  
Ability to interpret operational KPIs and translate them into financial insights.  
Solid understanding of CAPEX, OPEX, and asset lifecycle economics.

#### **Soft Skills**

Strong analytical and problem-solving abilities.  
Excellent communication and stakeholder-management skills.  
High attention to detail and accuracy.  
Ability to work under pressure and manage multiple priorities.  
Proactive, structured, and business-oriented mindset.

#### **Qualifications & Experience**

Bachelor's or master's degree in finance, Accounting, Business Administration, or related field.  
7–10+ years of experience in controlling, ideally in rail, logistics, transport, or industrial sectors.  
Experience with asset-intensive operations and cross-border environments is a strong advantage.  
Strong proficiency in financial modelling, reporting, and ERP/BI systems.  
Familiarity with IFRS or local GAAP accounting standards.

#### **Key Performance Indicators (KPIs)**

Accuracy and timeliness of financial reporting  
Budget adherence and forecast accuracy  
Cost efficiency and savings achieved  
Profitability by corridor, customer, and product  
CAPEX execution and ROI performance  
Quality of business partnering and decision support

#### **Working Conditions**

Office-based with regular interaction with operational sites, terminals, and depots.  
Occasional travel across regions or countries.  
Requires flexibility during month-end closings, budget cycles, or major operational events.



## 5.87. Project Manager – Rail Infrastructure

### Role Purpose

The Project Manager – Rail Infrastructure leads the planning, execution, and delivery of major rail-infrastructure projects, including track upgrades, terminal expansions, signalling improvements, electrification works, and capacity-enhancement programs. This role ensures that projects are delivered safely, on time, within budget, and in full compliance with technical and regulatory standards. The Project Manager acts as the central coordinator between engineering teams, contractors, authorities, and internal stakeholders, driving successful project outcomes across the entire lifecycle.

### Key Responsibilities

#### 1. Project Planning & Execution

Lead end-to-end project management from concept to commissioning.  
Develop project plans, schedules, budgets, and resource allocations.  
Ensure alignment with strategic infrastructure priorities and operational needs.  
Manage risks, dependencies, and critical milestones.

#### 2. Technical & Engineering Coordination

Coordinate engineering studies, designs, and technical specifications.  
Ensure compliance with rail-infrastructure standards (track, signaling, electrification, civil works).  
Review and approve technical documentation, drawings, and change requests.  
Support value engineering and optimization of technical solutions.

#### 3. Contractor & Supplier Management

Manage procurement processes, tender evaluations, and contract negotiations.  
Oversee contractors, consultants, and suppliers during project execution.  
Ensure adherence to contractual obligations, performance standards, and safety requirements.  
Conduct regular site inspections and progress reviews.

#### 4. Safety, Compliance & Regulatory Management

Ensure full compliance with national and international rail-infrastructure regulations.  
Coordinate with authorities, infrastructure managers, and certification bodies.  
Lead safety assessments, risk analyses, and hazard mitigation planning.  
Ensure documentation meets regulatory and audit requirements.

#### 5. Budget & Financial Control

Manage project budgets, cost forecasts, and financial reporting.  
Track expenditures, variations, and claims.  
Ensure cost efficiency and adherence to financial targets.  
Support business cases and investment approvals.

#### 6. Stakeholder Engagement

Coordinate with operations, planning, maintenance, commercial, and digital teams.  
Communicate project status, risks, and decisions to senior management.  
Manage expectations of internal and external stakeholders.  
Represent the project in steering committees and working groups.

#### 7. Project Reporting & Documentation

Prepare progress reports, dashboards, and performance metrics.  
Maintain complete project documentation and audit trails.



Ensure lessons learned are captured and shared across the organization.  
Support post-implementation reviews and handover to operations.

### **8. Continuous Improvement & Innovation**

Promote adoption of digital tools (BIM, project-management platforms, digital twins).  
Identify opportunities to improve project delivery processes.  
Support sustainability initiatives and energy-efficient infrastructure solutions.  
Benchmark industry best practices in rail-infrastructure project management.

#### **Required Skills & Competencies**

##### **Technical Skills**

Strong knowledge of rail-infrastructure engineering (track, signalling, civil works, electrification).  
Experience managing large-scale infrastructure or construction projects.  
Familiarity with rail safety standards, regulatory frameworks, and certification processes.  
Proficiency with project-management tools and methodologies (e.g., PMBOK, PRINCE2).  
Ability to interpret engineering drawings, technical specifications, and contracts.

##### **Soft Skills**

Strong leadership and stakeholder-management capabilities.  
Excellent communication and negotiation skills.  
High resilience and decision-making ability under pressure.  
Structured, analytical, and solution-oriented mindset.  
Ability to manage complex, multi-disciplinary teams.

##### **Qualifications & Experience**

Bachelor's or master's degree in civil engineering, Rail Engineering, Project Management, or related field.  
8–12+ years of experience in infrastructure project management, ideally in rail or transport.  
Proven track record delivering complex, multi-year infrastructure projects.  
Experience with cross-border or multi-stakeholder rail environments is a strong advantage.  
Project-management certifications (PMP, PRINCE2, IPMA) are preferred.

##### **Key Performance Indicators (KPIs)**

On-time and on-budget project delivery  
Compliance with safety and regulatory requirements  
Quality of engineering deliverables and construction works  
Stakeholder satisfaction and communication effectiveness  
Risk management effectiveness and issue resolution  
Successful handover to operations and long-term asset performance

##### **Working Conditions**

Frequent presence on construction sites, terminals, and rail-infrastructure locations.  
Regular travel across project regions and partner facilities.  
Requires flexibility during critical project phases or incidents.  
Collaboration with contractors, authorities, and engineering teams.



## 5.88. Procurement Specialist – Rolling Stock / Services

### Role Purpose

The Procurement Specialist – Rolling Stock / Services is responsible for sourcing, negotiating, and managing contracts for rolling stock (wagons, locomotives), maintenance services, spare parts, and technical support agreements. This role ensures cost-effective, compliant, and high-quality procurement that supports operational reliability, fleet availability, and long-term asset strategy. The specialist acts as the key interface between suppliers, engineering, maintenance, and finance teams, driving value creation and supplier performance.

### Key Responsibilities

#### 1. Strategic Sourcing & Category Management

Develop and implement sourcing strategies for rolling stock, maintenance services, and technical components.

Conduct market analysis, supplier benchmarking, and cost-structure evaluations.

Identify new suppliers, technologies, and commercial opportunities.

Support long-term fleet strategy with procurement insights.

#### 2. Tendering & Contract Management

Lead end-to-end tender processes including RFI, RFQ, and RFP stages.

Prepare technical and commercial tender documents in collaboration with engineering teams.

Evaluate bids, conduct negotiations, and award contracts based on value, quality, and risk.

Draft, review, and manage contracts, ensuring compliance with legal and regulatory requirements.

#### 3. Supplier Relationship Management

Manage relationships with rolling-stock manufacturers, maintenance providers, and technical service suppliers.

Monitor supplier performance, KPIs, and service-level agreements.

Conduct regular business reviews and drive continuous improvement.

Resolve supplier issues, disputes, and operational escalations.

#### 4. Cost Management & Value Optimization

Analyse cost drivers for rolling stock, spare parts, and maintenance services.

Identify cost-saving opportunities and negotiate favourable commercial terms.

Support budgeting, forecasting, and total cost of ownership (TCO) analysis.

Ensure procurement decisions align with financial and operational objectives.

#### 5. Cross-Functional Collaboration

Work closely with engineering, maintenance, operations, and finance teams to understand technical and operational needs.

Support fleet projects, overhauls, and modernization programs with procurement expertise.

Collaborate with legal teams on contract terms and risk mitigation.

Provide procurement input for investment cases and project approvals.

#### 6. Compliance, Risk & Quality Assurance

Ensure procurement activities comply with internal policies, audit requirements, and regulatory standards.



Conduct risk assessments for suppliers, contracts, and critical components.  
Ensure quality standards are met for delivered assets and services.  
Maintain accurate documentation and audit-ready procurement records.

## **7. Digitalization & Process Improvement**

Support implementation of digital procurement tools and supplier-management platforms.  
Improve procurement workflows, reporting, and data quality.  
Promote standardization of procurement processes across the organization.  
Contribute to sustainability initiatives (e.g., energy-efficient assets, green procurement).

### **Required Skills & Competencies**

#### **Technical Skills**

Strong knowledge of rolling stock, rail maintenance, and technical service contracts.  
Experience with strategic sourcing, tendering, and contract negotiation.  
Understanding of cost structures for rail assets and maintenance activities.  
Proficiency with procurement systems (ERP, e-sourcing tools) and data analysis.  
Ability to interpret technical specifications, engineering documents, and service requirements.

#### **Soft Skills**

Excellent negotiation and communication abilities.  
Strong analytical and problem-solving mindset.  
High attention to detail and commercial awareness.  
Ability to manage multiple priorities and deadlines.  
Collaborative, structured, and results-oriented approach.

#### **Qualifications & Experience**

Bachelor's or master's degree in Procurement, Supply Chain, Engineering, Business Administration, or related field.  
6–10+ years of experience in procurement, ideally in rail, heavy industry, automotive, or asset-intensive sectors.  
Experience with rolling-stock procurement or maintenance service contracts is highly preferred.  
Strong track record in negotiation, supplier management, and contract execution.  
Professional procurement certifications (e.g., CIPS, ISM) are an advantage.

#### **Key Performance Indicators (KPIs)**

Cost savings and value creation  
Supplier performance and contract compliance  
On-time delivery of assets, components, and services  
Total cost of ownership (TCO) improvements  
Procurement process efficiency and audit compliance  
Stakeholder satisfaction and cross-functional collaboration

#### **Working Conditions**

Office-based with regular interaction with depots, workshops, and engineering teams.  
Occasional travel to supplier sites, manufacturing facilities, and international partners.  
Requires flexibility during major tenders, negotiations, or project phases.



## 5.89. Training Manager (Drivers, Shunters, Safety)

### Role Purpose

The Training Manager (Drivers, Shunters, Safety) leads the development, delivery, and governance of all training programs for safety-critical operational staff, including train drivers, shunters, ground staff, and safety personnel. This role ensures that employees are fully competent, certified, and compliant with national and international rail regulations. The Training Manager acts as the strategic owner of operational competence, driving high training standards, continuous improvement, and a strong safety culture across the organization.

### Key Responsibilities

#### 1. Training Strategy & Program Development

Develop and maintain a comprehensive training strategy for drivers, shunters, and safety-critical roles.

Design and update training curricula, modules, and assessments in line with regulatory requirements.

Ensure training content reflects operational best practices, new technologies, and safety standards.

Introduce modern training methods (simulators, e-learning, blended learning).

#### 2. Certification & Competence Management

Ensure all operational staff maintain valid certifications, licenses, and competence records.

Oversee periodic assessments, re-certifications, and refresher training.

Ensure compliance with national and EU rail regulations (e.g., Train Driver Directive, safety rules).

Coordinate with certification bodies, regulators, and internal compliance teams.

#### 3. Training Delivery & Quality Assurance

Lead a team of trainers, instructors, examiners, and competence assessors.

Ensure consistent, high-quality delivery of classroom, practical, and on-the-job training.

Monitor training effectiveness through evaluations, audits, and performance indicators.

Implement continuous-improvement initiatives to enhance training quality.

#### 4. Safety Culture & Operational Excellence

Promote a strong safety culture through training, coaching, and competence development.

Ensure training programs address safety incidents, lessons learned, and risk mitigation.

Support investigations where competence or training may be a contributing factor.

Collaborate with safety and operations teams to align training with operational needs.

#### 5. Workforce Planning & Operational Readiness

Forecast training needs based on recruitment, turnover, and operational expansion.

Ensure sufficient availability of certified staff to support service delivery.

Coordinate training schedules with operations, planning, and HR teams.

Support onboarding of new drivers, shunters, and safety personnel.

#### 6. Stakeholder & Partner Coordination

Collaborate with operations, maintenance, HR, safety, and planning teams.

Manage relationships with external training providers, simulators, and certification bodies.



Represent the company in regulatory meetings, audits, and industry working groups.  
Support cross-border training alignment with partner railways.

## **7. Digitalization & Training Innovation**

Drive adoption of digital training tools, LMS platforms, and competence-tracking systems.

Introduce simulation-based training, VR/AR modules, and digital assessments.

Improve data quality and reporting for training KPIs and certification status.

Support integration of training data with HRIS and operational systems.

### **Required Skills & Competencies**

#### **Technical Skills**

Strong understanding of rail-freight operations, driver and shunter roles, and safety-critical processes.

Knowledge of national and EU rail certification requirements.

Experience designing and delivering operational training programs.

Familiarity with LMS platforms, simulators, and digital training tools.

Ability to interpret regulatory documents, safety standards, and competence frameworks.

#### **Soft Skills**

Strong leadership and team-management capabilities.

Excellent communication and coaching skills.

High attention to detail and commitment to safety.

Structured, proactive, and improvement-driven mindset.

Ability to manage multiple priorities and deadlines.

#### **Qualifications & Experience**

Bachelor's or master's degree in training & development, HR, Transportation, Engineering, or related field.

8–12+ years of experience in operational training, ideally in rail or other safety-critical industries.

Experience managing driver or shunter training programs is highly preferred.

Proven leadership experience managing trainers, assessors, or certification teams.

Familiarity with EU rail regulations and cross-border operational requirements.

#### **Key Performance Indicators (KPIs)**

Certification compliance rate (zero expired certifications)

Training completion and pass rates

Operational readiness and availability of certified staff

Safety performance and reduction of competence-related incidents

Quality and consistency of training delivery

Audit results and regulatory compliance

#### **Working Conditions**

Office-based with regular presence at training centers, depots, and operational sites.

Occasional travel for audits, training sessions, or regulatory meetings.

Requires flexibility during major training cycles or certification deadlines.



# Last Word

## **Building the Future of Rail Freight, One Role at a Time**

Rail freight is more than an industry it is a living ecosystem of people, skills, and responsibilities that keep economies moving and supply chains resilient. Behind every locomotive, every wagon, every terminal, and every corridor lies the work of professionals whose expertise shapes the reliability, safety, and performance of the entire network.

This book has mapped out those roles with precision and intent. Each job description is more than a list of tasks; it is a blueprint for excellence, a commitment to professionalism, and a recognition of the people who make rail freight possible. From the engineers designing tomorrow's digital rail systems to the operators ensuring trains run safely across borders, every position contributes to a shared mission: delivering sustainable, efficient, and dependable freight transport for Europe and beyond.

As the industry evolves through digitalization, automation, decarbonization, and new operational models these roles will continue to grow, adapt, and redefine what rail freight can achieve. But one truth remains constant: **it is the people who power the system.** Their competence, dedication, and collaboration are the true engines of progress.

May this book serve as a guide, a reference, and a catalyst for building stronger teams, clearer expectations, and a more professional rail-freight sector. And may it inspire the next generation of rail professionals to step forward with confidence, knowing that their work matters not only to their companies, but to the future of sustainable transport.

**The tracks ahead are full of opportunity.**

**The people described in these pages will take us there.**