

## JOB DESCRIPTION

**Job Title:** Chief of Staff

**FLSA Status:** Exempt

**Salary Grade:** 14

### PURPOSE OF POSITION

The Chief of Staff will provide direct assistance to the Chief Executive Officer and provide oversight and leadership for SCRRRA's Performance Management and the Customer Experience Unit, which includes Fare Collections, Customer Relations, and Service Disruptions functions. The Chief of Staff serves as the CEO's primary liaison with the Board of Directors, management, staff, stakeholders and representatives from outside agencies.

### DISTINGUISHING CHARACTERISTICS

This job description is not part of a job series.

### SUPERVISION EXERCISED AND RECEIVED

- Receives general oversight from the CEO.
- This position is responsible for managing and monitoring work performance for a group of employees within a division or department.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

*The duties listed below are intended to describe the general nature and level of work being performed and are not to be interpreted as an exhaustive list of responsibilities.*

- Primary liaison between the CEO and all SCRRRA staff, constituents and the Board of Directors.
- Oversee and monitor SCRRRA's Performance Management and Customer Experience divisions.
- Provide day-to-day oversight, policy direction and high-performance development for all key reporting departments to enhance the overall customer experience of Metrolink riders, including Fare Collections, Customer Relations, and Service Disruptions.
- Develop and review a variety of reports on the operating performance of the functional areas within the various departments and for the SCRRRA overall. Report issues and problems involving department activities and take action to address and resolve issues.
- Review and make recommendations to the CEO on the impact of various changes to the commuter rail service.
- Work closely with the Executive Leadership team as part of a strong leadership team working on behalf of the Chief Executive Officer.
- Act as the CEO's liaison to staff and the Board of Directors for preparation and reviews of all Board Agenda items related to the reporting departments.
- Represent SCRRRA to external audiences and stakeholders.
- Participate in various cross-functional teams and task force committees to address overall SCRRRA organizational strategies and goals.
- The responsibilities outlined above are representative of the role but not exhaustive. Additional duties may be assigned as needed, and reasonable accommodations will be provided to qualified individuals with disabilities in accordance with applicable laws.



## MINIMUM QUALIFICATIONS

### Education and Experience

- Bachelor's degree in Business Administration, Public Administration, Business Development, or related field, highly preferred.
- A minimum of (10) years of work experience supervising, directing and leading management level staff.
- A minimum of (5) years of work experience in a senior leadership position.
- A combination of training, with a minimum of an Associate Degree and/or experience that provides the required knowledge, skills, and abilities, may be considered when determining minimum qualifications. Advanced relevant coursework may also substitute for a portion of the required experience.

### Preferred Qualifications

None

### Knowledge, Skills, and Abilities

#### Knowledge of:

- Passenger Rail Operations
- Federal Railroad Administration regulations
- Strategic planning
- Industry issues, practices, and procedures
- Department interdependencies
- SCRRRA policies and procedures

#### Skilled in:

- Analysis and measurement
- Value orientation and reinforcement
- Strong and effective leadership, communication, time management and organization
- Conflict resolution
- Team building
- Use of Microsoft Office

#### Ability to:

- Demonstrate experience creating both vision and mission and providing leadership to others;
- Understand detailed related railroad construction designs, costs, and schedules
- Review cost and scheduling projections and studies, analyze cost and schedule problems, and their impacts on the SCRRRA
- Review and monitor the delivery of services under those regulations
- Build team cohesiveness by establishing, communicating, and reinforcing shared values and norms
- Make formal presentations to large and small groups, the Board, and the public
- Provide clear direction and policies
- Create a work environment to encourage excellence, to reward performance, and to embrace change

## PHYSICAL REQUIREMENTS

- Transition between standing, walking, and sitting at varying lengths of time



- Climb or balance and stoop, kneel, crouch, or crawl
- Use hands to finger, handle, feel, and grasp tools to perform the duties of the position
- Ability to lift, hold, and move objects up to 25 lbs.
- Hear and perceive the nature of sounds
- Listen and express or exchange ideas by means of spoken words
- Visual acuity

### **Working Conditions**

Position requires work in a normal office environment with little exposure to excessive noise, dust, or temperature. Work may also be conducted in outdoor environments, at construction sites, Railroad Track and Right-of-Way environments, and warehouse environments, with possible exposure to individuals who are hostile or irate, moving mechanical parts, and loud noises (85+ decibels, such as heavy trucks, construction, etc.)

*Southern California Regional Rail Authority is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Authority will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*

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