

JOB DESCRIPTION

Job Title: Communications Coordinator
FLSA Status: Non-Exempt
Salary Grade: See Collective Bargaining Agreement (CBA)

PURPOSE OF POSITION

The Communications Coordinator will develop, create, and distribute appropriate messages during service disruptions and incidents to stakeholders and to passengers using various social media outlets.

DISTINGUISHING CHARACTERISTICS

This job description is not part of a job series.

SUPERVISION EXERCISED AND RECEIVED

- Receives supervision from supervisors and department management
- No formal supervisory responsibilities

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.

- Coordinate research, creation, and distribution of appropriate and timely messages to all stakeholders.
- Develop, create, and distribute appropriate messages during service disruptions to stakeholders and passengers using social media outlets, communication systems, and station information boards.
- Consult with internal and external parties to monitor incidents, situations, and trends to reduce negative exposure and liability.
- Post train delay information internally and externally via social media along w/answering itinerary questions passengers may have posted via social media.
- Provide alternate transportation to passengers when train service has been affected and update track information during disruptions and incidents.
- Collect, analyze, and monitor data and information for report preparation and presentations to executive leaders.
- Enter, revise, and create reports from information on computer databases.
- Respond to public complaints.
- Convey technical railroad terminology in clear and easy-to-understand customer-focused messages.
- Manage bus bridges per the department Standard Operating Procedures (SOPs) during planned outages and service disruptions.
- Maintain and update Comm Desk SOPs, paging groups and other various systems on a regular basis.
- Support various customer engagement programs including refunds, group travel, QSPs and comments.
- Record daily summaries for railroad, bus or passenger issues or issues with message board system.



- 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

- High school diploma or GED required.
- A minimum of five (5) years of work experience in a position with similar duties or in a customer service or communications position with experience using electronic messaging as a major part of the job duties.
- A combination of training, education, 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

- Associates Degree in Communications or a related field
- Communications experience using electronic messaging

Knowledge, Skills, and Abilities

Knowledge of:

- Social media outlets and content management systems
- Structure of system equipment use and train cycles

Skilled in:

- Strong and effective organization and time management
- Microsoft Office
- Strong and effective communication, both verbal and written

Ability to:

- Translate railroad terminology into customer focused message
- Formulate concise and clear written materials
- Forecast impact to rider during service disruptions
- Work under pressure

PHYSICAL REQUIREMENTS

- Transition between a stationary position at a desk or work location and move about Metrolink facilities or other work site locations
- Operate tools to perform the duties of the position; such as computers, office equipment and work-related machinery
- Transport equipment or boxes up to 25lbs
- Exchange ideas by means of communication
- Visual acuity to detect, identify and observe employees or train movement and any barriers to movement when working on or near railroad tracks
- Hear and perceive the nature of sounds when working on or near railroad tracks
- Balance, ascend/descend, climb, kneel, stoop, bend, crouch or crawl within assigned working conditions and or locations



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.

Last updated: June 2025

