

## JOB DESCRIPTION

**Job Title:** Coordinator, Customer Relations

**FLSA Status:** Non-Exempt

**Salary Grade:** 6

### PURPOSE OF POSITION

The Coordinator, Customer Relations will administer the Metrolink Customer Comments Program and other customer feedback received through special agency programs. This position will be the point of contact for day-to-day call center questions and escalations, generate feedback reports, and present customer feedback data. This position is also responsible for back-up support for other customer service programs, including, but not limited to, refunds including Quality Service Pledge (QSP) reimbursements, and school trip reservations.

### DISTINGUISHING CHARACTERISTICS

This job description is not part of a job series

### SUPERVISION EXERCISED AND RECEIVED

- Receives supervision from departmental management/supervisory level management
- This position has 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.*

- Administer the customer comments program by coordinating internally and externally on communications addressing incidents, complaints, and concerns.
- Serve as the Metrolink call center liaison, supporting day-to-day questions, escalations, and reporting.
- Receive customer feedback through the Customer Opinion Panel and other special agency programs.
- Maintain the customer feedback data collection systems to support the efficiency and quality of data documentation and reporting.
- Examine and respond to sensitive inquiries related to Title VI and ADA feedback.
- Present customer feedback data showing key trends and findings.
- Prepare various ad hoc reports for internal and external stakeholders.
- Draft CEO/CXO/Board of Directors customer response letters.
- Support administrative functions within the Customer Relations department.
- Maintain and update standard operating procedures (SOPs).
- Lead Customer Comments training program, including updating training materials.
- Ensure the integrity of the CRM data base, conducting audits of cases.
- Train support staff on process, procedures, and systems.
- 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 Communications, English, or other related fields.
- A minimum of three (3) years of experience working in customer service or hospitality
- 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:

- Analytical platforms and systems
- Customer service best practices
- Metrolink service options

#### Skilled In:

- Written and verbal communication
- Presenting and disseminating information
- Organization and time management
- Microsoft Office Suite

#### Ability to:

- Work with all levels in the organization (i.e., executive staff)
- Analyze data for reporting
- Adapt to effectively meet changing priorities
- Think independently and solve problems
- Receive and provide input and feedback
- Establish and maintain effective working relationships
- 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 25 lbs
- 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: July 2025

