

## JOB DESCRIPTION

**Job Title:** Corporate Accounts Manager

**FLSA Status:** Exempt

**Salary Grade:** 9

### PURPOSE OF POSITION

The Corporate Accounts Manager is responsible for providing SCRRA's external and corporate clients with reliable, high quality customer service and general direction, assistance and support for our corporate programs.

### DISTINGUISHING CHARACTERISTICS

This job description is not part of a job series.

### SUPERVISION EXERCISED AND RECEIVED

- Receives supervision from director-level roles.
- 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.*

- Be the liaison and provide direction to the Corporate Account Executives/ETC's to ensure all functions associated with the Corporate Partner Program (CPP) are completed and fulfilled as outlined in the Corporate Partner Program agreement.
- Identify key personnel, develop growth opportunities, and develop strong business relationships with the CPP clients.
- In collaboration with Sales and Marketing, identify marketing and sales opportunities to promote corporate customer growth.
- Working with the Manager, Sales and Marketing, create, develop and implement marketing projects and approaches to increase corporate partnerships.
- Identify opportunities for sponsorships and cross-promotions with CPP clients.
- Develop and execute reward and recognition programs for Employee Transportation Coordinators [ETC's].
- In collaboration with Sales and Marketing, create, develop and implement marketing projects to increase corporate partnerships.
- Develop surveys and other methods for measuring customer satisfaction with the Program.
- Develop and monitor a corporate customer relations plan and budget recommendations for program sustainability.
- Resolve escalated customer issues in a timely manner ensuring customer satisfaction.
- Represent Metrolink at corporate events such as Ride Share Fairs.
- Prepare monthly reports of the CPP client activity
- Be the liaison between corporate clients and SCRRA department staff.



- Conduct onsite service calls to CPP clients on a frequent basis.
- Document all client contact in the Salesforce.com database.
- Increase CPP pass sales year over year from existing accounts.
- Continually increase the number of new Corporate accounts each fiscal year as identified in the Individual Performance Targets (IPT)
- 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 Marketing, Business, Communications, or a related field.
- A minimum of four (4) years of experience in customer service, marketing, or a corporate customer relationship environment.
- 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:

- Local and state regulations pertaining to employer transportation benefits
- Specific product, added value benefits, service capabilities and connecting transit
- SCRRRA operations, rules and policies

#### Skilled In:

- Microsoft Office.
- Written and oral communication; presentation and group facilitation
- Organization, time management, and planning

#### Ability to:

- Track, record, negotiate and sustain corporate account satisfaction and loyalty
- Design and accurately interpret results of market and customer surveys, ridership and corporate
- Work as a team member as well as independently

## 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

