

## JOB DESCRIPTION

**Job Title:** Corporate Sales Specialist

**FLSA Status:** Non-Exempt

**Salary Grade:** 5

### PURPOSE OF POSITION

The Corporate Sales Specialist will focus on increasing Corporate Partner Program (CPP) sales, managing online customer ticketing portals, tracking sales activity, providing detailed reports and assisting in marketing campaigns. This role will also support building broader Metrolink marketing partnerships.

### DISTINGUISHING CHARACTERISTICS

This job description is not part of a job series.

### SUPERVISION EXERCISED AND RECEIVED

- Receives general oversight from departmental management/supervisory level roles.
- Provides general direction to CPP Grad on Career Track, when applicable.

### 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.*

- Outreach to potential and existing clients by cold calling, generating sales leads, and responding to sales inquiries to increase corporate accounts and meet sales goals.
- Outreach to potential business partners to promote loyalty and partnership programs.
- Assist in developing and delivering custom presentations and information for potential clients.
- Assist in developing, implementing and tracking corporate sales initiatives and campaigns.
- Manage mobile administration site to distribute tickets, track usage, create discount codes and pull data.
- Manage Corporate Quick Card administration site to generate new accounts, password management and upload cards.
- Assist in managing and improving systems related to customer experience and sales initiatives.
- Generate monthly sales forecasts and reports.
- Participate in ride shares, conferences and networking events to help promote CPP.
- Perform market research to identify sales opportunities, generate leads, and understand market trends.
- Assist new accounts with training sessions and provide onboarding material.
- Support CPP and marketing campaigns by delivering promotional codes and tracking results.
- Perform User Acceptance Testing (UAT) to ensure proper updating, integration, customer experience, screen flow and functionality.
- Assist in the development and implementation of marketing department campaigns.
- Generate reports for marketing programs regarding sales transactions, product redemption, user base and customer satisfaction survey.
- Maintain Salesforce with up-to-date client information, account status and notes.
- Record and track CPP sales information and leads.



- Assist in developing, editing and copywriting digital creative material for CPP outreach.
- Analyze and compile data into reports and presentations for executive leadership
- 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**

- Associate degree in business administration, communication, marketing or a related field.
- Two (2) years of experience in a sales and marketing environment.
- 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**

- Bachelor's degree

### **Knowledge, Skills, and Abilities**

#### Knowledge of:

- General office practices and procedures
- Corporate Sales
- Sales cycle and sales techniques
- Customer relation management systems

#### Skilled In:

- Verbal and written communications
- Understanding client's needs, customize communication and present solutions
- Exceptional Customer service
- Adobe Suite, Microsoft Office Suite, Excel and Salesforce
- Paying attention to detail

#### Ability to:

- Prioritize and manage numerous projects simultaneously
- Organize work and handle multiple requests, deadlines, and priorities
- Speak and deliver sales presentations
- Work independently and as part of a team
- Act with a professional demeanor
- Establish and maintain collaborative relationships with co-workers, agency staff, and external contacts
- Learn new systems and processes
- Collaborate with member agency marketing and communications representatives on campaigns and program



## 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

