

JOB DESCRIPTION

Job Title: Customer Relations Administrator
FLSA Status: Exempt
Salary Grade: 8

PURPOSE OF POSITION

The Customer Relations Administrator will advance the SCRRA's objectives through a consistent approach to the maintenance, operation and upkeep of Metrolink stations, including maintenance of station information kiosks, negotiating and monitoring agreements with station owners, Passenger Information Telephone vendor oversight, and station inspections to ensure business process is followed in accordance with SCRRA procedures.

DISTINGUISHING CHARACTERISTICS

This classification is not part of a job series.

SUPERVISION EXERCISED AND RECEIVED

- Receives oversight from departmental management.
- First-line supervisory responsibility.

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.

- Act as a liaison with the appropriate city personnel regarding Metrolink station improvements such as repair, testing and maintenance of equipment.
- Monitor performance of various contract agreements (e.g. information telephone vendor, landscaping, janitorial, etc.) and other internal or external entities at Metrolink stations to ensure compliance, budgetary control, and compliance with SCRRA standards and procedures.
- Facilitate safety trainings and coordinate safety protection during station maintenance.
- Identify needs and work with Passenger Information Telephone vendor to install phones as required for new facilities or station improvements.
- Supervise and direct the Station Maintenance staff to Clean touch point equipment at stations such as Ticket Vending Devices (TVDs), Emergency Call Boxes, Hand Rails, Seating Areas, Display Cases and Kiosks, Elevator buttons.
- Develop and implement station maintenance policies and procedures.
- Recommend and implement improvements to station facilities and signage.
- Ensure stations and facilities comply with all applicable codes and regulations including Americans With Disability Act (ADA) requirements.
- Perform onsite inspections, document findings, and work with station owners to ensure corrective actions are taken for any deficiencies.
- Work with city officials and consultants to develop new station design concepts and make recommendations in relation to safety and customer service.



- 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, GED or its equivalent.
- Minimum four (4) years of experience working in a rail or bus transit agency performing work that demonstrates the ability to perform the duties of the position.
- Valid Class C Driver's License with a satisfactory driving record of no more than two moving violations and no DUIs within the last three years.

Preferred Qualifications

None

Knowledge, Skills, and Abilities

Knowledge of:

- Operations and customer service principles and practices of rail and/or bus transit
- The Americans with Disabilities Act (ADA)
- Customer service principles and practices

Skilled In:

- Microsoft Office Suite
- Strong interpersonal skills
- Strong and effective oral and written communication
- Strong and effective organizational and time management skills

Ability to:

- Negotiate and manage contracts
- Work with minimal supervision
- Train and develop staff
- Support team with resources and tools to deliver quality customer service
- Plan, prioritize, and delegate work tasks

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 50 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
- Visual acuity to detect, identify and observe employees or train movement and any barriers to movement when working on or near railroad tracks
- Work irregular hours including nights and weekends be on call when necessary

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

