

JOB DESCRIPTION

Job Title: Customer Relations Manager

FLSA Status: Exempt

Salary Grade: 9

PURPOSE OF POSITION

The Customer Relations Manager will advance SCRRRA objectives to ensure a unified and effective customer engagement strategy. Provides leadership to the SCRRRA service areas in the Los Angeles Union Station, administers the written inquiries and responses to and from customers, and all associated staff. In addition, this position will manage all activities associated transit connections and services including new and existing connectivity and the associated budget, contracts and invoices.

DISTINGUISHING CHARACTERISTICS

This job description is not part of a job series.

SUPERVISION EXERCISED AND RECEIVED

- Receives general oversight from senior manager or director level roles.
- Responsible for supervising and monitoring performance for a regular group of employees or department.

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.

- Provide Customer Relations Department Management, including development and revision of Standard Operating Procedures, managing and training staff responsible for engaging SCRRRA customers at Los Angeles Union Station, on trains and on the platform and administering business processes.
- Support SCRRRA management in the delivery of safe, efficient and convenient commuter rail service.
- Manage the activities associated with providing written responses to incoming customer inquiries and comments and ensures information generated from the customer comment system is distributed to designated staff to support forecast service trends/problems and recommended changes.
- Participate in the ongoing implementation of SCRRRA's electronic Customer Information System (CIS) and is responsive to all issues associated with the Los Angeles Union Station.
- Implement efficient, accurate, timely reception and transfer of information through CIS and customer support personnel for transference of messaging to customers in the Los Angeles Union Station.
- Cultivate cross-departmental interactions with Operations, Safety, Security and Public Affairs to ensure accurate and timely sharing of information to support the dynamics of customer service and communications during service disruptions for timely recovery.
- Provide contract management and service oversight.
- Administer and manages the cost center budgets.
- Maintain the database of connecting transit entities to communicate service disruptions and coordinate efforts.



- Maintain and provides to appropriate parties an inventory of connecting transportation services on all stations and platforms.
- Collaborate with the Contracts team for all requests for proposal and contractual agreements required to deliver services under the Customer Engagement umbrella for connecting transit, including transfer agreements.
- Review reimbursement rates, tracks budgets for each vendor for all transfer agreements and emergency “disruption” contractors and collaborates with Finance on the processing of all invoices for the associated agreements.
- 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 Business Management, Public Administration, Transportation Management, Communications, or a related field.
- A minimum of five (5) years of work experience in a transit or commuter railroad agency in a customer service related function.
- A minimum of three (3) years of work experience leading the work of others or managing a project as lead.
- A minimum of two (2) years of work experience preparing budgets, expense forecasts, and monthly expense reports.
- 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.
- 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, customer service principles and practices related to rail and bus services
- Public policy and local, state and federal funding
- Customer and stakeholder communications
- Principles and practices of employee supervision
- Agency and department policies and initiatives
- Principles and practices of budget preparation, administration and monitoring
- Various program policies
- Contract terms and limitations

Skilled In:

- Organization and time management



- Microsoft Office Suite
- Verbal and written communication
- Business writing
- Data analysis

Ability to:

- Work independent of supervision
- Lead when appropriate and work in a team environment
- Develop projections
- Generate reports

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

