

JOB DESCRIPTION

Job Title: Customer Relations Representative
FLSA Status: Non-Exempt
Salary Grade: See Collective Bargaining Agreement (CBA)

PURPOSE OF POSITION

The Customer Relations Representative will provide information, respond to customer inquiries, support passenger flow, and support fare media sales at Metrolink stations.

DISTINGUISHING CHARACTERISTICS

This is the career level of the Customer Relations Representative series. At this level, the incumbent has some latitude for independent judgment and may vary work methods and procedures, but usually within prescribed parameters.

SUPERVISION EXERCISED AND RECEIVED

- Receives supervision from departmental management/supervisory 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.

- Provide Metrolink riders with information on using the rail system, reading the train timetable, using ticket vending machines, fare policies, making connections, and create a positive passenger experience.
- Serve as the primary point of contact for train riders, inform customers at the train platforms during service disruptions, make public address announcements, and assist to prevent unnecessary delays to passengers.
- Sell Metrolink tickets, processing debit and credit sales, make ticket adjustments, and process customer refunds.
- Handle and account for all cash including preparing and balancing of the cash drawer, preparing bank deposits, and operating the Ticket Office Machine (TOM).
- Order and maintain a current inventory of pre-printed ticket stock and all current Metrolink published materials including brochures, train schedules, maps, forms, special events and special trains, etc.
- Provide support to school groups to ensure safe travel, appropriate fare media, and assistance with vouchers.
- Maintain Metrolink kiosks at all stations with current rider updates, special event literature, and other related materials as needed.
- Coordinate lost and found returns, contact customers regarding items, and recording feedback into the customer database.
- Coordinate passenger use of alternate transportation during service disruptions or planned outages at Metrolink stations, and report transportation issues to the appropriate personnel.
- Inform customers on rail safety issues, report trespasser and vandalism incidents to Metrolink security, and respond to emergency situations or customer service-related problems as directed.



- 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.
- A minimum of three (3) years of work experience in a customer service role interacting with and providing a service that may be measured by customer satisfaction.
- 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 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:

- The Authority's operations and business practices

Skilled In:

- Use of Microsoft Office

Ability to:

- Communicate effectively, both orally and in writing, to individuals and groups at all levels within and outside of the organization

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

