

## JOB DESCRIPTION

**Job Title:** Manager I (Various)  
**Working Title:** Fare Collections Manager  
**FLSA Status:** Exempt  
**Salary Grade:** 9

### PURPOSE OF POSITION

The Fare Collections Manager, provides technical support and execute work functions and projects associated with fare collection and transit system technologies, systemwide planning, integration, multi-modal projects and program implementation, including technical analysis for fare collection or transit related projects

### DISTINGUISHING CHARACTERISTICS

This job description is not part of a job series.

### SUPERVISION EXERCISED AND RECEIVED

- Receives oversight from Senior Manager and Director level management.
- May be responsible for supervising and monitoring the 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.*

- Monitor and analyze ticket vending machine (TVM) performance.
- Provide oversight, recommendation and support for new station builds pertaining to fare collection equipment.
- Monitor, support, troubleshoot, and update mobile ticketing platform (retail app, inspect app, and optic readers).
- Lead cross-functional efforts to prepare, maintain and improve quarterly project expenditure forecasts for project budget planning and forecasting for the department.
- Manage the delivery and production of project cost and cash flow reports, scheduling of updates, staffing plans, risk analysis, and time impact analysis.
- Partner with the Senior Manager, Fare Collections in the development and implementation of security strategies to safeguard and protect all revenue collection systems, automated ticketing equipment, and revenue streams.
- Define project scope, goals and deliverables that support business goals in collaboration with SCRRA leadership and various stakeholders. Manage the work of program/project managers in the coordination and management of cost and scheduling activities for major capital projects, including the accurate forecasting and reporting of project costs.
- Identify and propose cost-effective methods/strategies for accomplishing project objectives.
- Establish and maintain relevant controls and feedback systems to monitor the operation of the department.



- Conduct research, formulate recommendations and prepare reports for presentation to Board of Directors, management, committees, and outside agencies.
- Participate in hiring and training. Evaluate and forecast staff requirements and schedules. Delegate and review work assignments.
- On-call support for system outages, which may include evening and weekend calls.
- Collaborate with SCRRRA departments.
- Participate in the preparation and administration of assigned program budget; monitor expenditures.
- Prepare analytical and statistical reports on assigned project operations and activities. Report to executive leadership team on project status and issues relevant to changes in scope, schedule, trends, and costs.
- Communicate regularly with other managers, executive leadership, and other designated contacts within the SCRRRA.
- 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 Computer Science, Computer Information Systems, Engineering, or a related field.
- A minimum of three (3) years of work experience in project management and business administration.
- A minimum of three (3) years of systems integration.
- A minimum of one (1) year of experience supervising personnel, contracts, and consultants.
- 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

None

### Knowledge, Skills, and Abilities

#### Knowledge of:

- Project management best practices, project delivery standards, processes and templates.
- SCRRRA policies and procedures.
- Principles and practices of employee supervision and performance management.
- Principles and practices of fare collection services and technologies.
- Mobile platform such as Android and Apple operating systems.
- Knowledge of information technology such as operating systems, servers and networks

#### Skilled In:

- Use of Microsoft Office Suite with advanced skills in Word, PowerPoint, Excel and database management.
- Strong and effective, leadership, communication, team building and time management.

#### Ability to:

- Research, analyze, and evaluate new service delivery methods and techniques.
- Prepare clear and concise administrative and financial reports.
- Establish and maintain effective working relationships.



## 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: September 2025

