

JOB DESCRIPTION

Job Title: Senior Customer Relations Representative

FLSA Status: Non-Exempt

Salary Grade: See Collective Bargaining Agreement (CBA)

PURPOSE OF POSITION

The Senior 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 Senior career level of the Customer Relations Representative series. At this level, the incumbent may perform under limited supervision or under limited direction. Incumbent possesses considerable latitude to accomplish tasks, which may include lead worker or supervisor duties.

SUPERVISION EXERCISED AND RECEIVED

- Receives supervision from departmental management/supervisory level roles
- This position has no formal supervisory responsibilities; may lead the work of lower-level staff

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 minimum of one (1) year of work experience preferred with a proven track record of success working as a project lead or with a cross-functional team in a lead role.
- External candidates - Must pass the computer-based cash-handling assessment.
- 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.
- 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:

- Principles and practices of customer relations. Effective telephone techniques, etiquette, and customer service General business practices and procedures
- Principles and techniques of communication, with emphasis upon both verbal and writing skills
- Techniques to identify or determine the root cause of an issue to resolve complaints
- Applicable federal, state, and local laws, rules, and regulations for public transit, such as the Americans with Disabilities Act
- Office management procedures and time management principles
- Office practices, procedures and equipment
- Computer software skills including word processing, spreadsheets, and database applications such as MS Office programs including Outlook, Word, Excel, and other related software applications
- Principles of business letter writing and report preparation with specific focus on correct spelling, grammar and punctuation
- Principles of customer relations management record keeping, data collection, data management and research techniques
- Metrolink territory including routes, fares, and service changes due to external forces, i.e., construction and service interruptions
- Contracted transportation services
- Basic arithmetic computations



Skilled In:

- Use of Microsoft Office
- Cash handling
- Responding professionally to different customer situations
- Presenting information to customers and staff
- Writing correspondence

Ability to:

- Communicate with strong interpersonal skills using tact, empathy, patience, and courtesy. Work under pressure to resolve difficult issues in real-time
- Ensure a high degree of accuracy and attention to detail
- Communicate clearly and concisely with tact and diplomacy with the public, management, and other internal/external customers
- Prioritize, organize, and perform multiple responsibilities or projects simultaneously, making decisions independently and taking ownership for wide-ranging responsibilities that also meet time constraints and deadlines
- Work independently and proactively, either alone or as part of a team, and exercise sound judgment to resolve issues and or/find ways to improve the reporting process. Initiate, organize, and follow up on work
- Interpret and explain policies and procedures
- Establish and maintain 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: January 2026

