

## JOB DESCRIPTION

**Job Title:** Senior Manager, Fare Collections

**FLSA Status:** Exempt

**Salary Grade:** 11A

### PURPOSE OF POSITION

The Senior Manager, Fare Collections, will plan and manage procurement of contracted services for equipment (hardware and software), system upgrades, and modifications to enhance system performance for all fare media and for fare revenue collection systems. In addition, this person will build growth strategies for the advancement of the fare collections function into the technology realm improving customer access to the ticketing function and making it seamless.

### DISTINGUISHING CHARACTERISTICS

This job description is not part of a job series.

### SUPERVISION EXERCISED AND RECEIVED

- Receives general oversight from director or executive level management
- 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.*

- Responsible for full management responsibility for all departmental services and activities.
- Manage and participate in the development and implementation of department goals, objectives, policies and priorities for assigned programs.
- Develop and recommend improvements to SCRRA's self-service, automated fare collection process, to ensure availability of fully functional systems for customers, corporate partners and others who may use the systems to purchase fare media required to ride the service.
- Develop and implement security strategies to safeguard and protect all revenue collection systems and automated ticketing equipment and revenue streams. Manage the installation and relocation of equipment at station sites.
- Manage procurement of equipment, system upgrades, and modifications to enhance revenue collection and fare media system performance.
- Ensure accurate and complete capture for revenue collection, ticket sales, and cash accounts.
- Oversee and participate in the development and administration of the department budget; approve the forecast of funds needed for staffing, equipment, materials and supplies; approves expenditures and implements budgetary adjustments as appropriate and necessary.
- Research, develop, and implement strategies for advancement of the Fare Collections function using new technologies to serve as the basis for a core platform from which to launch new technologies including mobile ticketing.
- Develop and recommend measurements for system performance and delivery of services to customers, Corporate Partners.



- Collaborate with other managers, departments, contractors and vendors to accomplish Authority goals and objectives within the scope of Fare Collections services.
- Ensure Disaster Recovery Plans are in place, adequately tested and maintained for all key infrastructure components.
- Monitor and evaluate staff and contractors to establish training needs within the department and ensure objectives and expectations are met.
- Serve as the liaison for the Fare Collections department with other departments and outside agencies; negotiate and resolve sensitive and controversial issues. Develop working relationships with internal and external decision makers to help research, develop, plan and implement technical solutions.
- Provide financial and statistical reports including the reporting of ticket use for internal customers, and analysis on service delivery and compare with system performance, fare revenue and ticket sales.
- Develop a team environment, among department personnel, other SCRRRA departments and contractors.
- 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, Finance or Systems Management or a related field.
- A minimum of six (6) years' experience with the management of contracted services including developing scopes of works, performance measurements, standard operating procedures, and program management for technology based or automated system projects including analysis of business process with proven track record for improvements to address identified issues.
- 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.

### Preferred Qualifications

- Bachelor's Degree in a related field

### Knowledge, Skills, and Abilities

#### Knowledge of:

- Principles and practices of automatic fare collection services and technology
- Policies and procedures of procurement, requisition and services and supply contracting
- Principles and practices of budget preparation and administration
- SCRRRA policies and procedures; federal, state, and local laws codes and regulations
- Principles of supervision, training and performance evaluation

#### Skilled in:

- Microsoft Office with advanced skills in Excel and database management.
- Verbal and written communication.
- Organization and time management.
- Selecting, supervising, training and evaluating staff.
- Participate in the development and administration of department goals, objectives and procedures.



Ability to:

- Present to Board Committees, Boards of Directors, public hearings and other public audiences.
- Prepare clear and concise administrative and financial reports
- Establish and maintain effective working relationships.
- Develop and recommend improvements to fare collections systems.

**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

