

JOB DESCRIPTION

Job Title: Supervisor, Customer Communications

FLSA Status: Exempt

Salary Grade: 8

PURPOSE OF POSITION

The Supervisor, Customer Communications, will ensure a unified and effective resolution for customer inquiries, provide customer information about service, support Customer Experience/Communications administrative functions and supervise the Communications Coordinators. The Supervisor, Customer will also manage customer communication campaigns and alternate transportation contracts as part of the Quality Service Pledge (QSP) program.

DISTINGUISHING CHARACTERISTICS

This job description is not part of a job series.

SUPERVISION EXERCISED AND RECEIVED

- Receives oversight from departmental management
- First-line supervisory responsibility

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.

- Supervise Communications Coordinators and monitor real-time customer communication via social media and electronic messaging to confirm clear, accurate & concise information.
- Provide escalated responses to high-level or unique passenger inquiries.
- Administer on-call support of the Communications Desk on weekends and outside non-traditional business hours (8:00 a.m.-5:00 p.m.) and may provide updates to the Board of Directors and critical stakeholders.
- Oversee a variety of customer communication programs.
- Update and maintain policies, procedures, and manuals, handles escalated customer cases, manages program reports for executive staff, ensures the integrity of the Customer Experience Management database and audits/reconciles invoices and expenses related to the programs.
- Draft and distribute communication materials related to service adjustments and interruptions, including website content.
- Support in the investigation of and resolving complex customer inquiries or concerns.
- Develop and maintain desktop training manuals and Standard Operating Procedures (SOPs).
- Maintain alternate transportation budget records and responsibilities including processing requisitions, releases, check requests, contract task orders and budget.
- Contact bus companies to reserve alternate transportation, create bus bridge plans, provide driving directions, and request field customer relations staff.
- Monitor alternate transportation and resolve problems as they arise during the service disruptions, while replying to escalated requests and inquires that are out of the ordinary for Communications Coordinators.
- Coordinate with operational and program delivery (engineering) departments on service interruption response plans and communication campaigns.



- Collaborate with third-party transportation network companies (TNCs) to arrange alternate transportation processes that align with department procedures.
- Coordinate communications desk coverage for special events, training, promotions, and any other events as requested.
- Manage emergency notification platform as part of the agency's crisis communication plan.
- Provide coverage when needed in the appropriate functional areas.
- Supervise the work of assigned group or shift of Communication Coordinators engaged in responding to customer inquiries.
- Participate in hiring, training and disciplinary actions. Evaluate and forecast staff requirements and schedules. Delegate and review work assignments and conduct performance evaluations.
- Coordinate with the Marketing department to deploy social media campaigns and respond to customer/public comments/inquiries.
- 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 five (5) years of experience providing customer service and/or communication campaign supervision to the general public.
- 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

- Completed college-level coursework

Knowledge, Skills, and Abilities

Knowledge of:

- SCRRRA policies and procedures
- Principles and practices of employee supervision
- Statistical methodology
- Requisition process and interagency service agreements
- Railroad operations, communication/social media and safety awareness

Skilled In:

- Problem solving and analysis
- Strong and effective organization, communication, and time management
- Microsoft Office, Business Objects and Salesforce
- Customer service
- Interpersonal communication
- Business writing



Ability to:

- Respond well under pressure and make sound decisions
- Respond to customer inquiries in a calm, professional and courteous manner
- Carry out assignments independent of immediate supervision
- Handle multi-faceted projects
- Collaborate with staff across various departments

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 25lbs
- Exchange ideas by means of communication
- 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

