

JOB DESCRIPTION

Job Title: Supervisor, Customer Relations

FLSA Status: Exempt

Salary Grade: 8

PURPOSE OF POSITION

The Supervisor, Customer Relations, will ensure a unified and effective resolution for customer inquiries, provide customer information about service, support Customer Relations administrative functions and supervise Customer Relations Representatives.

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.

- Develop and create programs specific to customer service and the Customer Relations Department.
- Oversee a variety of customer programs.
- Update and maintain policies, procedures, and manuals, handles escalated customer cases, manages program reports for executive staff, ensures the integrity of the Customer Relations Management database and audits/reconciles invoices and expenses related to the programs.
- Monitor maintenance and inspections of stations performed by field staff and communicate deficiencies to appropriate staff.
- Distribute and monitor placement of signage, schedules and posters. Assist in performing inspections and postings as needed.
- Investigate and resolve complex customer inquiries or concerns.
- Respond to emergency situations, identify and implement solutions to customer service related issues.
- Develop and maintain desktop training manuals and Standard Operating Procedures (SOPs).
- Maintain Customer Relations and Connectivity budget records and responsibilities including processing requisitions, releases, check requests and CTOs.
- Coordinate coverage for special events, training, promotions, fairs, grand openings and any other events as requested.
- Provide coverage when needed in the appropriate functional areas.
- Supervise the work of assigned group or shift of Customer Relations Representatives 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 develop and implement customer support staffing plans.



- 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 to the 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.
- A valid Class “C” California 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

- 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

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
- Calculate figures, balance a cash drawer, post, enter, correct and balance a ledger
- Effectively resolve staff and passenger conflicts
- 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 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

