



# JOB OPENING ANNOUNCEMENT

Apply On-line at <https://www.caltrain.com/about-caltrain/jobs>  
Employment Hotline (650) 508-6308

January 12, 2024

**TITLE:** Rail Service Program Coordinator, Customer Experience  
**EMPLOYMENT TYPE:** Nonexempt  
**DIVISION:** Operations & Maintenance  
**APPLICATION DEADLINE:** Sunday, February 4, 2024  
**PAY RANGE:** \$1,729- \$2,594 Weekly (\$89,949 - \$134,924 Estimated Annual)  
**WORK LOCATION:** San Carlos, CA

## JOB SUMMARY:

The Rail Services Program Coordinator, Customer Experience will report to the Manager, Rail Operations. will coordinate with Rail divisions and third-party stakeholders to identify customer experience impacts and develop strategies to minimize rail services interruptions. The coordinator will develop, implement, and monitor customer experience support programs, and serve as the Operations and Maintenance (O&M) liaison with the internal and external stakeholders to provide a best-in-class passenger experience for the Peninsula Corridor Joint Powers Board (Caltrain).

## EXAMPLES OF ESSENTIAL FUNCTIONS:

- Act as subject-matter-expert (SME) on Operations and Maintenance requirements addressing rail services customers concerns and providing clear communications of the corrective actions and/or resolutions to the internal and external stakeholders.
- Lead a multi-disciplinary team in the development, planning, and implementation of customer experience initiatives to meet continuous growth of the ridership.
- Review and analyze key performance indicators. Determine trends and identify areas of customer service improvement opportunities.
- Develop and provide regular updates and reports on findings to key stakeholders.
- Develop and implement rail customer experience standard operating procedures.
- May supervise staff and/or contractor. Hire, mentor and take appropriate corrective and/or disciplinary action. Ensure EEO policies and procedures are followed. Participate in selection, coordinate staff training and professional development, objectives, monitor and evaluate employee performance.

## EXAMPLE OF DUTIES:

- Assist with setting goals, objectives, and policies for O&M customer-related impact programs.
- Monitor and evaluate the effectiveness of the quality control and quality assurance for customers and employees feedback evaluation programs.
- Responsible for the intake of customer complaints and coordinates and tracks resolution with O&M Division and contractor (TASI) staff, to ensure corrective actions are completed in a timely manner.
- Lead and/or collaborate with the Customer Experience Taskforce Committee (CETF) by identifying improvements, recommending solutions, and developing plans that balance customer needs and O&M priorities,
- Provide updates related to O&M policy changes and coordinate customer notifications for stations or onboard trains impacted by construction.
- Represents Caltrain and O&M at the various advisory committees and provides monthly written or in-person reports as needed.
- Coordinate and maintain regular customer experience reviews with TASI Customer Service liaison, including collaborating on improvements, and monitoring and evaluating contractor's performance.
- Lead and support employee feedback program online survey, establish mechanisms to ensure employee participation, report results to Caltrain management and work collaboratively with all the departments involved to provide corrective actions or support projects to improve customer experience.
- Perform all job duties and responsibilities in a safe manner to protect one's self, fellow employees, and the public from injury or harm. Promote safety awareness and follow safety procedures in an effort to reduce or eliminate accidents.
- Perform other duties as assigned.

**San Mateo County Transit District, 1250 San Carlos Ave., San Carlos, CA 94070-1306**

**SUPERVISION:** Works under the general supervision of the Manager, Rail Operations who establishes goals and objectives and evaluates performance.

**MINIMUM QUALIFICATIONS:** Sufficient experience, training and/or education to demonstrate the knowledge and ability to successfully perform the essential functions of the position. In lieu of a degree, work-related experience that demonstrates the skills and experience necessary to perform this role will be accepted. Development of the required knowledge and abilities is typically obtained through but not limited to:

- Bachelor's degree in communications, Business Administration, or related field or four (years) of equivalent work experience
- Three (3) years of full-time experience in service operations coordination, data analysis and project management, including ability to set goals and hold assigned parties to deliver the tasks.

**PREFERRED QUALIFICATIONS:**

- A valid California driver license with safe driving record is required.
- Must be able to work outside business hours when required.
- Experience with managing projects
- Strong and effective written and oral communications skills
- Proficiency in Microsoft Office Suite
- Ability to travel to alternate locations in the course of work for rail service and station evaluation, and able to walk in uneven pathways as needed.
- Knowledge of techniques and strategies for leading large groups to develop mitigation strategies and implement improvement programs.
- Ability to lift to 30 lbs. and able to stand or walk for extended hours during inspections.

**SELECTION PROCESS:**

The process may include written and skills test assessments or supplemental questions and will require a panel interview. Only those candidates who are the most qualified will continue in the selection process. Meeting the minimum qualifications does not guarantee an invitation to continue in the process.

**CURRENT EMPLOYMENT BENEFITS:**

For further Benefits details please go to: <https://www.caltrain.com/about-caltrain/jobs/employee-benefits>

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| Holidays:       | Seven (7) paid holidays, plus up to four (4) floating holidays per year  |
| Paid Time Off:  | Up to 26 days per year.  |
| Cafeteria Plan: | Medical, dental, vision care, group life insurance, and more   |
| Transportation: | Free Transportation for Employees on Caltrain.<br>Free bus transportation for employees and qualified dependents   |
| Retirement:     | Social Security and California Public Employees Retirement Systems (CalPERS) <ul style="list-style-type: none"><li>○ Classic Members – 2% @ 60 benefit formula, 3-year average of highest compensation</li><li>○ New Members – 2% @ 62 benefit formula, 3-year average of highest compensation</li></ul> |

**HOW TO APPLY:**

- To apply, please visit the <https://www.caltrain.com/about-caltrain/jobs>. Complete an online employment application and supplemental questionnaire by **Sunday, February 4, 2024**. A resume will not be accepted in lieu of the application and supplemental questionnaire (If required). Incomplete application will not be considered.
- The Human Resources Department will make reasonable efforts in the recruitment/examination process to accommodate applicants with disabilities upon request. If you have a need for accommodation, please contact the Human Resources Department at (650) 508-6308.
- SamTrans celebrates diversity and is committed to creating an inclusive, and welcoming workplace environment. We are an Affirmative Action/Equal Opportunity Employer. Minorities, Women, Persons with Disabilities and Veterans are encouraged to apply.