TITLE: SENIOR COMMUNICATIONS SPECIALIST
GRADE: P [SALARY RANGE $52,713.15 thru $87,503.84]
FLSA STATUS: Non-Exempt

GENERAL DESCRIPTION

Reports to the Director of Rail Operations. Performs multiple roles in the areas of customer communications and commuter rail operations: Communicates with passengers in role of Customer Service. Monitors train operations and proactively addresses issues such as delays, disruptions, or crisis. Coordinates communication with train crews, host railroads, partnering agencies or other entities; provides information to staff and the public. Assists with a variety of public events and initiatives.

SCOPE OF DUTIES

- Proficient in handling passenger communications through all channels, including, but not limited to: Phone calls, vre.org, station variable messaging systems, Train Talk emails, IVR, internal text alert system, RIDE Magazine, the VRE blog, and social media accounts.

- Proficient in monitoring train service via TRIP and CSX/NS CAD screens and updates staff and host railroads on any potential operating issues. Coordinates with host railroads, VRE and contractor staff during service disruptions.

- Proficient in identifying the causes of train delays and acts as primary point of contact in case of service disruptions.

- Performs full communications system check prior to service. Contacts necessary parties to clear/report deficiencies.

- Coordinates VRE schedule information with outside agencies.

- Participates in and provides support as needed for special events such as Survey, Santa Trains, Manassas Rail Festival, Clifton Day and Meet the Management.

- Collects, manages, and analyzes data related to operating metrics.

- Creates maps and other graphics for the VRE Website.

- Works with IT Department during schedule and fare changes.

- May be assigned customer service duties regarding passenger issues and complaints via phone, e-mail, website, and walk-ins.
May work with other members of the Operations Department to create, maintain and/or manage VRE website content. Send out notifications to passengers and facilitate the selling of tickets for VRE events such as Santa Trains. May also coordinate information dissemination via other channels (Phones, Train Talk, Twitter, VMS, IVR, etc.)

May manage and maintain VRE’s presence on social media outlets such as Facebook, Twitter, YouTube and Wikipedia.

May work with other members of the Operations Department in responding to e-mails sent to GoTrains@vre.org. May act as administrator, assigning duties and forwarding information to various staff, and collects comments and complaints from riders.

May be involved with the creation and distribution of RIDE magazine and other VRE literature like the Rider’s Guide, Safety Brochure, Pocket Schedules, etc. Duties could include writing, editing, proofing, or design.

Assists IT Department on troubleshooting and correcting system communications issues.

Responsible for receiving, verifying, and submitting for payment invoices related to the provision of communications services, or operations related projects; authorizes payments for invoices such as external web hosting.

Must be trained and able to step into any other role in the Operations and Communications Division.

Performs other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Familiarity with federal, state, and local transportation laws, regulations, guidelines and practices.

Familiarity with customer service principles and ability to respond courteously to customer needs.

Excellent writing skills, to include ease with business grammar, strong verbal and written communication and presentation skills.

Ability to accurately organize and maintain paper documents and electronic files.

Knowledge of basic HTML coding as well as ADA image compliances.

Ability to communicate in order to interact with coworkers, supervisor, and the general public at a level sufficient to exchange or convey information and to receive work direction.

Ability to work well with different types of people and at all levels of the organization.
• Ability to remain calm during stressful events and to make decisions in the best interest of the passenger, VRE, and the railroads.

• Ability to organize and perform work independently, to include the ability to respond to a variety of conditions without direct supervision, know limits and meet deadlines.

• Ability to learn layout of CSX/NS CAD screens (i.e., VRE station locations, basic understanding of railroad switch and signal operation, understanding insignias of other trains present on the CAD screens).

• Ability to use a personal computer and related software applications, including Microsoft Office programs, website platforms, and social media applications.

MINIMUM QUALIFICATIONS

• Bachelor’s Degree in a relevant field and at least 3 years of related operations and communications experience required.

• Must attain/renew Rules Certification on CSX, NS, and Amtrak Railroads within one year of start date.

• Must possess a valid driver’s license, current auto insurance and maintain a good driving record at all times during employment with VRE.

• Must be able to work the flexible hours demanded by a transit operation environment.

The statements in this job description are intended to describe the general nature and level of work being performed by incumbent(s) assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

VRE is an Equal Opportunity Employer and prohibits discrimination and harassment of any kind. VRE is committed to the principle of equal employment opportunities for all employees and to providing employees with a work environment free of discrimination and harassment.