



Virginia Railway Express

JOB DESCRIPTION

TITLE: SENIOR COMMUNICATIONS SPECIALIST
GRADE: P [SALARY RANGE \$53,767.41 THRU \$89,253.92]
FLSA STATUS: NON-EXEMPT
LAST UPDATED: MAY 5, 2021

GENERAL DESCRIPTION

Reports to the Director of Rail Operations. Performs multiple roles in the areas of customer communications and operations monitoring; Monitors train operations and proactively addresses issues in operations such as delays, disruptions, or crises. Coordinates communication with crews, partnering agencies or other entities; provides information to staff and the public. Responsible for an assigned area of customer communications such as newsletters, reports, or website content. Assists with a variety of scheduled public events and initiatives. Assists with all passenger communications efforts, to include answering phone calls, responding to emails, handling office visits, social media, Train Talk and vre.org.

ESSENTIAL FUNCTIONS

[To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.]

- Monitors daily or nightly train service via TRIP and CSX/NS screens and updates staff and host railroads on any potential issues. Coordinates with host railroads, VRE and contractor staff during service disruptions.
- Works to identify the causes of delays and acts as primary point of contact in case of service disruptions.
- Performs full system check prior to each morning or afternoon service. Contacts necessary parties to clear/report deficiencies.
- Coordinates VRE schedule information with outside agencies.
- Monitors fare collection system status and reports outages to senior Rail Operations staff members.
- Manages email responses for GoTrains.
- Collects data for VRE reports such as the CEO Report presented to the VRE Operations Board on a monthly basis.
- Processes invoices related to projects within the Operations and Communications group.

- May create, maintain and 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 (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 act as a GoTrains administrator. This includes responding to email comments submitted by riders and the general public, or referring those comments to the appropriate staff and following-up to ensure timely responses.
- Works with the Information Technology (IT) team on troubleshooting and addressing any issues with the technology utilized in providing the VRE service.
- Participates in and provides support as needed for special events such as Surveys, Santa Trains, Manassas Rail Festival, Clifton Day, Meet the Managements and service disruptions.
- Performs other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of applicable federal, state, and local laws, rules, and regulations.
- Knowledge of customer service principles; ability to respond courteously to customer needs.
- Ability to accurately organize and maintain paper documents and electronic files.
- 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 work independently, know limits and meet deadlines.
- Ability to learn layout of CSX/NS screens (i.e., VRE station locations, basic understanding of railroad switch and signal operation, understanding insignias of other trains present on the board).
- Ability to use a computer and related software applications.

MINIMUM QUALIFICATIONS

- Bachelor 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.
- Roadway Worker Protection (RWP) certification within one year of start date.
- Obtain AED and CPR training within one year of start date.

ADDITIONAL REQUIREMENTS:

- Must possess a valid driver's license, current auto insurance, and maintain a safe driving record at all times during employment with VRE.
- Must be flexible and available to work the flexible hours demanded in a dynamic Commuter Rail operating environment.

WORKING CONDITIONS:

- This work is sedentary and requires little to no exertion of force; work regularly requires sitting, frequently requires speaking or hearing and using hands to finger, handle or feel and occasionally requires standing and walking.
- Work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly.
- Hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound.
- Work requires preparing and analyzing written or computer data.
- Work has minimal exposure to environmental conditions.
- Work is generally in a moderately noisy location (e.g. business office, light traffic).

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.