



Virginia Railway Express

JOB DESCRIPTION

TITLE: COMMUNICATIONS SPECIALIST
GRADE: O [SALARY RANGE \$48,886.75 - \$81,152.00]
FLSA STATUS: NON-EXEMPT

GENERAL DESCRIPTION

Reports to the Director of Rail Operations. Provides service information to customers via phone, email, or in person; processes customer requests; and performs a variety of office support to assist with customer communications and passenger support.

SCOPE OF DUTIES

- Demonstrates the ability to monitor train service via TRIP and CSX/NS screens and inform staff and host railroads of any potential issues; coordinates with host railroads, VRE and contractor staff during service disruptions.
- Demonstrates the ability to provide information to the public in the event of a service disruption via all channels (Web, Train Talk, Twitter, VMS, IVR, etc.) and post service information on platform signs.
- Demonstrates the ability to run a full-systems check prior to each morning or afternoon service.
- Disseminates information to passengers regarding issues such as fare and ticket prices, schedules, the status of trains, commuter trip planning and connecting services, station locations and directions over the phone, via email and in person. Answers phones and screens incoming calls to ensure they are answered promptly. Handles customer crisis communications as required.
- Takes and responds to lost and found item reports. Reissues tickets and responds to lost ticket reports.
- Helps eligible customers understand how to use their Smart Benefits.
- Posts and reports daily ridership data, as well as weekly parking and bicycle data.
- Performs general office functions, including processing incoming and outgoing mail, routing correspondences, recording deliveries and greeting visitors.
- Processes customer reimbursements and refund requests.

- Monitors fare collection system status. Report outages to senior Rail Operations staff members.
- Participates in and provides support as needed for special events, including but not limited to Surveys, Santa Trains, Manassas Railway Festival, Clifton Day and Meet the Management events.
- May review incoming incident reports and report potentially costly incidents to risk management. May process small claims regarding damaged property.
- May assist large groups (over 10 people) choose train routes that will easily accommodate their size.
- Assists in responding to GoTrains emails as needed.
- Performs other related duties as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Familiarity with federal, state and local transportation laws, regulations, guidelines and practices.
- Knowledge of customer service principles and ability to respond courteously to customer needs.
- Ability to accurately organize and maintain paper documents and electronic files.
- Excellent writing skills, to include ease with business grammar; strong verbal and written communication and presentation skills.
- 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 use a personal computer and related software applications, including Microsoft Office programs, website platforms, and social media applications.
- 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).

MINIMUM QUALIFICATIONS

- Bachelor's degree preferred; two years of college-level course work (or an Associate's degree) in a relevant field required and a minimum of 4 years of related experience required.
- Must be professional, organized and have excellent verbal and written communication skills.
- Must possess a valid driver's license, current auto insurance, and maintain a safe driving record at all times during employment with VRE.
- Ability to work the flexible hours demanded by a transit operation environment.
- Must attain/renew Rules Certification on CSX, NS, and Amtrak Railroads within one year of start date.

*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.