



PASSENGER SERVICES AGENT

STATUS: Non-Exempt

SALARY: \$36,000 - \$56,000 per year
(\$17.31 - \$26.92 per hour)

SUMMARY

Passenger Services Agent (PSA) works under the direction of the Passenger Services Agent Lead and is responsible to the Senior Passenger Services Coordinator. PSA is one of the most visible employees on the ACE train. The PSA provides safety oversight, ACE Service information, ticketing support, visual fare inspection and other onboard assistance necessary for the ACE Service. The PSA serves as a liaison between the on-board activities and the ACE Headquarters through the Operations Monitoring Center and plays a critical role in coordinating responses to on-board incidents, service disruptions and emergency situations.

Providing services to passengers onboard the train requires PSAs to stand, walk, kneel, bend, stoop, climb stairs, reach, and lift heavy objects. Onboard duties keep PSAs on their feet all of the time during the train trip. At times, passengers can become agitated or upset due to delayed trains, service disruptions, or the enforcement of the onboard policies. However, it is the PSA's responsibility to remain pleasant, consistent and provide quality customer service.

The PSA shifts vary greatly and coincide with the train schedule. Some shifts start as early as 3:00 am and some shifts end as late as 9:30 pm, or when the last train arrives. PSAs are typically away approximately 16 hours per day with shifts configured as split shifts where the PSA travels from Stockton to San Jose, stopping at 10 stations along the route, and then is released from duty for a period of hours before reporting back to duty. PSAs are provided layover at a designated hotel in San Jose. Work schedule and layover is subject to change. All PSAs rotate through the available train shifts, generally on a monthly basis, and may rotate through a customer service shift at the ACE Service Headquarters in Stockton, CA.



REPRESENTATIVE DUTIES

This list is intended to indicate the general nature and level of work performed by employees within this classification and is not designed to be interpreted as an exhaustive listing of all tasks required of employees assigned to this job.

REPRESENTATIVE DUTIES IN ALL ASSIGNMENTS:

1. Perform onboard visual fare inspection.
2. Provide for the general safety, security and convenience of the passengers.
3. Greet passengers.
4. Enforce the onboard ACE Service policies, including but not limited to; keeping the aisles clear, keeping bags, luggage and feet off the seats, storing bicycles in the designated bike cars, etc.
5. Provide assistance and service information to passengers and the public and tends to a wide variety of other passenger needs and requests. Help individuals needing assistance including children, persons with disabilities and persons with limited mobility in boarding/deboarding the train or with other requests.
6. Serve as liaison between the onboard activities and the ACE headquarters by communicating up-to-date activity to the Operations Monitoring Center (OMC) in relation to train travel and passenger needs, i.e. communicate passenger needed assistance to OMC, validators down and any information that Transportation Specialist might need to know for reader boards, announcements and text alerts.
7. Through regular train sweeps, performs/reports passenger counts and observes/reports the onboard safety conditions. Reports passengers' medical problems or lost and found articles, to the train attendant and Operations Monitoring Center.
8. Coordinate responses to onboard incidents, service disruptions and emergency situations.
9. Issue warnings or citations to passengers not holding a valid ticket or pass in accordance with published policies.
10. Testify in court as necessary.
11. Track and summarize passenger comments, suggestions and complaints, respond to phone, email, and onsite questions regarding train schedules, ticket sales and locations, shuttle services, trip planning, lost and found, riders needing special assistance, and other general Rail Commission information.
12. Provide passenger information, direction, first aid and other assistance in the event of an emergency or service incident.



13. Ensure the train is stocked at all times with transportation information needed to assist passengers with their daily commute.
14. May assist in staffing ACE Service booths for job fairs, transit fairs and community events.
15. Maintain and submit records and reports for activities as required.
16. Perform other duties as assigned or required.

QUALIFICATION GUIDE

Knowledge of:

- Customer service principles.
- Basic phone system operations, office machines, office filing systems and record keeping procedures.
- Computer software for spreadsheets and word processing.
- Basic mathematics and presentation for statistical information.
- First Aid and CPR practices.

Ability to:

- Multi-task.
- Operate computers, calculators and other office equipment.
- Learn transit system operations.
- Learn applicable railroad federal safety regulations.
- Make arithmetic calculations.
- Plan and organize work to meet deadlines.
- Develop a good understanding of department and agency goals and objectives.
- Work independently with minimal supervision.
- Communicate effectively.
- Respond professionally to passenger complaints.
- Deliver verbal instructions to large groups of people.
- Prepare clear and concise statements and reports, both verbally and in writing.
- Drive and operate Agency vehicles safely.



EDUCATION AND EXPERIENCE

Any combination of education, training and experience providing the knowledge and skills which demonstrate the ability to perform the duties of the position. Sample combinations include:

High school diploma, GED, or California High School Proficiency Certificate and two years of experience in customer service, and/or rail operations, and/or experience in working with the public, which must have included interpreting and enforcing policies and regulations and providing information and assistance to the public.

WORKING CONDITIONS/PHYSICAL ACTIVITIES

(The physical demands described are representative of those that must be met by the employee to successfully perform the essential functions of this job.)

Positions in this class typically require:

- Work may be performed in a stressful, fast-paced office, shop and field environment, depending upon assignment.
- Ability to understand verbal communication and to respond effectively.
- Reaching, grasping, feeling, talking, hearing, seeing, frequent lifting of 5-30 pounds and occasionally 30-70 pounds, and repetitive motions.
- Walking, standing and/or sitting for long periods of time.
- Agility and balance.
- May be exposed to distracting/uncomfortable noise levels, dust, fumes, odors, gases, grease, moving vehicles, computer screens and/or various inclement outdoor weather conditions for long periods of time.



Positions in this class may also include these factors:

- Hazardous physical conditions.
- Intense noise.
- Travel.

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| OTHER REQUIREMENTS |
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- PSAs are required to wear a uniform.
- Excellent communications skills are essential. PSAs must use proper grammar and speak clearly with a pleasant voice.
- Due to the significant interaction with the public, PSAs must be poised, mature, emotionally stable, outgoing and good conversationalists. Good interpersonal skills, professionalism and composure must be exhibited at all times. PSAs must also demonstrate integrity in all their actions and be honest, ethical, and trustworthy.
- Must possess and maintain a valid Driver's License.
- Frequent driving within the ACE and San Joaquin Corridors.
- Pass CPR and First Aid training.

San Joaquin Regional Rail Commission (SJRRRC) has a strong commitment to the community we serve and our employees. As an equal opportunity employer, we strive to have a workforce that reflects the community we serve. No person is unlawfully excluded from employment opportunities based on race, color, religion, national origin, sex (including gender identity, sexual orientation, and pregnancy), age, genetic information, disability, veteran status, or other protected class.

SJRRRC is committed to providing reasonable accommodations to applicants and employees who need them because of a disability or to practice or observe their religion, absent undue hardship.



Additional Employment Information

GENERAL BENEFITS PACKAGE

- Choice of PPO or HMO plans. 100% employee coverage, 70% dependent coverage
- Vision, dental and life insurance programs
- Agency contribution equivalent of 15% of employee's base salary to a defined contribution plan (401(a)); five-year vesting program
- Sick leave accrued at 12 days per year
- Vacation leave accrued starting at 10 days per year
- 8 observed holidays
- Floating holidays accrued at four days per year
- Optional deferred compensation program (457)

SELECTION PROCESS

SJRRC seeks to employ persons whose backgrounds and abilities enhance the diversity of the demographics of the community it serves. The selection process is based on merit, and shall extend to all candidates a fair, impartial examination of qualifications based on job-related criteria.

Applicants best matching the requirements of the position will be invited to take an assessment, if applicable, and initial interview. Applicants successful in the assessment and initial interview may be asked to return for additional interviews as warranted. Candidate will be required to successfully complete a drug and alcohol test, background report and physical examination prior to appointment.



SAN JOAQUIN
REGIONAL
RAIL COMMISSION

Additional Employment Information

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| TO APPLY |
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Interested applicants must submit both a resume and SJRRC application for employment by email to hr@acerail.com, or mail to:

San Joaquin Regional Rail Commission
Attn: Human Resources
949 East Channel Street
Stockton, CA 95202

Applications can be downloaded from the SJRRC website at www.sjrrc.com or picked up at the above address. SJRRC is an Equal Employment Opportunity Employer.

For more information about SJRRC, please visit www.sjrrc.com.

For more information about ACE, please visit www.acerail.com.

For more information about SJJPA, please visit www.sjjpa.com.