



## Job Description

### **PASSENGER SERVICES REPRESENTATIVE II**

STATUS: Non-Exempt

SALARY: \$60,325.00 - \$85,325.00 per year  
(\$29.00 - \$41.02 per hour)

### **SUMMARY**

Passenger Services Representative II works under the direction of the Passenger Services Supervisor and is responsible to the Director of Rail Services. Passenger Services Representative II is responsible for filling in for staff when there is a temporary vacancy. Passenger Services Representative II will maintain the ability to perform duties in Customer Service, Onboard Passenger Services, and in Operations Monitoring Center. Passenger Services Representative II will receive and/or provide general backup support as needed.

The Passenger Services Representative II shifts vary greatly and coincide with the train schedule. Some shifts start as early as 3:00 am and some shifts end after 9:30 pm, or after the last train returns.

When providing services to passengers onboard the train, Passenger Services Representative II is typically away approximately 16 hours per day with shifts configured as split shifts where the Passenger Services Representative II 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. Passenger Services Representative II is provided layover at a designated hotel in San Jose. Work schedule and layover is subject to change. Passenger Services Representative II is required to stand, walk, kneel, bend, stoop, climb stairs, reach, and lift heavy objects. Onboard duties keep Passenger Services Representative II on their feet all of the time during the train trip.



### 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 ticket sales, provide customer service to current and potential passengers at various locations, i.e. Stockton, Lathrop/Manteca, Tracy, Pleasanton, and submit daily ticket reconciliation reports.
2. Perform onboard visual fare inspection.
3. 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.
4. Coordinate responses to onboard incidents, service disruptions and emergency situations.
5. 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.
6. Ensure that information is properly received and distributed as it relates to ACE train operations and communicate between ACE team, train operators, and passengers.
7. Make verbal announcements on station platform intercoms regarding train arrivals and update station reader boards with pertinent information.
8. Coordinate transportation for train crews to and from hotel upon arrival and/or departure of ACE trains.
9. Prepare, examine and submit reports pertaining to rail operations such as Monthly Trackage Fee reports and Daily Operations reports.
10. Coordinate bus bridges to transport passengers in the event of an emergency.
11. Send out updates to passengers regarding train delays, bus bridges, and emergencies.
12. 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.

**Ability to:**

- Multi-task.
- Operate computers, calculators and other office equipment.
- Enter data accurately and account for revenues received and tickets allotted.
- Learn Computer Aided Dispatching (CAD) systems.
- 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 customer service 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 combination includes:

High school diploma, GED, or California High School Proficiency Certificate and three 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.



### OTHER REQUIREMENTS

- It is a requirement of the PSR II position to have all items needed (i.e., a full uniform, an extra set of clothes, and anything else needed for layover in San Jose) and to be prepared to fill vacancies in customer service, in the OMC and/or onboard the train with last-minute notice.
- Must possess and maintain a valid driver's license.
- Frequent driving within the ACE and San Joaquin Corridors.
- Pass CPR and First Aid training.
- Bilingual fluency in English and Spanish is desirable.

*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
- 10 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. All offers of employment are conditional and may be rescinded upon receipt of the results of a drug and alcohol test, background report, and/or physical examination.



SAN JOAQUIN  
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RAIL COMMISSION

## Additional Employment Information

### TO APPLY

To view current employment opportunities or to apply, please click on the following link:

[Job Listings - San Joaquin Regional Rail Commission \(applicantpro.com\)](http://www.sjrcc.com/applicantpro.com)

Applicants must submit both a resume and employment application to be considered. Applications may be downloaded from the SJRRC website at [www.sjrcc.com](http://www.sjrcc.com) or picked up from the address below. Resumes and employment applications may be submitted by email to [hr@acerail.com](mailto:hr@acerail.com) or mailed to:

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

SJRRC is an Equal Employment Opportunity (EEO) Employer. Click [here](#) to view SJRRC's EEO Policy Statement.

For more information about SJRRC, please visit [www.sjrcc.com](http://www.sjrcc.com).

For more information about ACE, please visit [www.acerail.com](http://www.acerail.com).

For more information about SJJPA, please visit [www.sjjpa.com](http://www.sjjpa.com).

For more information about Amtrak San Joaquins, please visit [www.amtraksanjoaquins.com](http://www.amtraksanjoaquins.com).