# Intercity Transit JOB TITLE: Customer Services Manager

BAND	GRADE	SUBGRADE
C	4	4
<b>DEPARTMENT:</b>	DIVISION:	FLSA STATUS:
Operations	Customer Services	Exempt
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SUPERVISION	SUPERVISION EXERCISED	PAY GRADE:
RECEIVED FROM:	OVER:	
Operations Director	Lead Customer Service Representative	C44
1	Customer Service Representatives	
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#### **SUMMARY:**

Plans, organizes and manages customer services daily activities including call center system, customer comment database, video camera recording systems and Regional Reduced Fares Program. Responsibilities include providing route, schedule, and fare program structure, information and sales to the general public.

### **DISTINGUISHING CHARACTERISTICS:**

Manages the day-to-day operations of Customer Service. As a Manager, supervises Customer Service staff and monitors security personnel performance.

DUTY NO.	<b>ESSENTIAL DUTIES:</b> (These duties are a representative sample; position assignments may vary.)	FRE- QUENCY
1.	Supervises staff to include: prioritizing and assigning work; tracking attendance, approving time-off requests. Monitors and evaluates performance, coaches, motivates and trains staff. Makes hiring, termination, and disciplinary decisions and recommendations. Participates in the Agency's labor relations program to include contract negotiation and administration of collective bargaining agreement.	Daily 20% (C4)
2.	Oversees and responsible for system technologies associated with Customer Services including call center phone system, customer comment database, Regional Reduced Fares Program, and transit center video camera recording systems. Supervises the sales, cash management and distribution of agency and intercounty fare media. Assists in rider information program improvement, including rider alerts and phone information.	Daily 10% (C4)
3.	Leads Customer Service Team in developing and maintaining high level customer service, professionalism and effective team approach, conducts staff personal development.	Daily 10% (C4)
4.	Works with and discusses operational needs with law enforcement and contracted security personnel to provide security to operators and customers. Monitors security personnel performance, recommends changes as needed. De-escalates critical situations involving customers and or staff in or around transit center. Provides information to law enforcement and Agency management.	Daily 10% (C4)

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DUTY	ESSENTIAL DUTIES: (These duties are a representative sample; FR	
NO.	position assignments may vary.)	QUENCY
5.	Develops guidelines, policies, procedures and controls to ensure safe and efficient operational activities for the division. Works as a member of the management team to respond to and help address transit center proficiencies and emergencies.	Daily 10% (C4)
6.	Handles customer inquiries and complaints and routes as necessary with the objective of resolving situations in the minimum amount of time and at the lowest organizational level. Recommends corrective services to adjust customer complaints. Serves as liaison for contracted janitorial services for issues, needs and job quality at the transit center.	Daily 20% (C4)
7.	Serves as a liaison with transportation users, external agencies, local jurisdictions, and community groups. Promotes transportation alternative through community outreach efforts; represents the agency and serves on internal and external county-wide committees as a community partner.	Monthly 10% (C4)
8.	Prepares general correspondence, detailed letters, reports and forms; compiles composite reports from individual reports of subordinates; maintains files and record keeping procedures.	Weekly 10% (B2)
9.	Prepares and develops annual division budget; monitors and approves expenditures in accordance with Agency policies and principles of sound fiscal management. Participates in vendor bid proposal selections; monitors vendor's service delivery performance.	Monthly 10% (C4)
10.	Performs other duties of a similar nature or level.	As Required
11.	Must meet regular time and attendance standards.	Always

### **Knowledge** (position requirements at entry):

Knowledge of:

- Supervisory principles and practices;
- Applicable Federal, State, and Local laws, rules, and regulations including ADA;
- Customer service principles and practices;
- Budgeting principles and practices;
- Disabilities and related effects;
- Basic call management systems and telecommunications equipment;
- Camera and surveillance systems;
- Neighboring transit agencies and services;
- Customer service scheduling practices;
- Cash handling practices.

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#### **Skills** (position requirements at entry):

Skill in:

- Monitoring and evaluating subordinate staff;
- Preparing reports;
- Maintaining logs and records;
- Operating applicable office equipment;
- Managing projects;
- Preparing and giving presentations;
- Providing excellent customer service;
- Reading maps;
- Use of electronic technology;
- Establishing and maintaining effective working relations with other transit employees and the public;
- Working under pressure, addressing significant problems and tasks that arise simultaneously and /or unexpectedly;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, and the general public sufficient to exchange or convey information and to receive work direction.

#### **Training and Experience** (position requirements at entry):

Bachelor's Degree in a related field and five years of increasingly responsible customer service experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

#### **Licensing Requirements** (position requirements at entry):

None Required.

Must submit to criminal background check, the results of which must meet hiring criteria for the role.

#### **Physical Requirements:**

Positions in this class typically require: fingering, grasping, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

#### **NOTE:**

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

#### **Classification History:**

Draft prepared by Fox Lawson and Associates LLC (LM)

Date: 8/05/04

Revised: 6/1/09 + background ✓'s; CDiRito Revised: 9/16/2011 Comp Class Review: HR

Revised: 12/2015 Comp Class review /revision to re-address areas of responsibilities. Final: cdirito

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