

Intercity Transit
JOB TITLE: Customer Services Manager

BAND	GRADE	SUBGRADE
C	4	4
DEPARTMENT: Operations	DIVISION: Customer Services	FLSA STATUS: Exempt
SUPERVISION RECEIVED FROM: Operations Director	SUPERVISION EXERCISED OVER: Customer Service Supervisor Customer Service Representatives	PAY GRADE: C44
SUMMARY: Plans, organizes, leads, and manages customer services activities including call center system, customer comment database, recording systems, and fare and pass programs. Responsibilities include providing leadership and motivation to ensure staff is providing the best customer service possible, in addition to effectively managing the transit center to ensure customer and staff satisfaction and safety		
DISTINGUISHING CHARACTERISTICS: Manages the Customer Service operations. The Customer Service Manager reports to the Director of Operations and supervises Customer Service staff, in addition to monitoring security personnel performance.		
DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FRE-QUENCY
1.	Supervises, leads, and mentors staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring employees follow policies and procedures; and making hiring, termination, and disciplinary decisions and recommendations. Leads the Customer Service team in developing and maintaining high levels of customer service, professionalism, individual skills and effective team work approach. 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, fare and pass programs, and transit center video systems. Supervises sales, cash management and distribution of agency and intercounty fares. Assists in rider information program improvement, including rider alerts and phone information.	Daily 10% (C4)
3.	Coordinates operational needs with law enforcement and contracted security personnel to provide security to operators and customers. Monitors security personnel performance, addresses/resolves issues, and recommends changes to security protocol and procedures as needed.	Daily 10% (C4)

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DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FRE-QUENCY
4.	De-escalates critical and sometimes volatile situations involving customers at the transit center. Shows empathy and respect in every interaction. Appropriately resolves issues, which may include contacting law enforcement.	Daily 10% (C4)
5	Develops guidelines, policies, procedures and controls to ensure safe and efficient operational activities for the division. Works as a member of the Operations management team to address transit center proficiencies and emergencies.	Daily 10% (C4)
6.	Handles customer inquiries and complaints 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.	Daily 20% (C4)
7.	Serves as liaison for contracted janitorial services at the transit center. Addresses janitorial deficiencies and coordinates response to requests for janitorial services at the transit center.	Monthly 10% (C4)
8.	Prepares general correspondence, detailed letters, reports and forms; maintains files and recordkeeping of pertinent documents.	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.	Monthly 10% (C4)
10.	Participates in vendor bid proposal selections; monitors vendor's service delivery performance.	As Needed
11.	Performs other duties of a similar nature or level.	As Required
12.	Must meet regular time and attendance standards.	Always

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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.

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.

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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

Revised: 10/2019 Updated/added CS Supervisor FTE to CS team. hs