January 31, 2020

RECRUITMENT ANNOUNCEMENT
CUSTOMER EXPERIENCE SPECIALIST

HOURLY: $25.18 - $35.91
FIRST REVIEW: FEBRUARY 21, 2020
PLUS EXCELLENT BENEFIT PACKAGE
OPEN UNTIL FILLED

JOB SUMMARY:
Acts as the customer experience point person for various departments and programs in the Communication Division, including customer service, marketing, and transportation options. Monitors and oversees the Cherriots customer experience primarily online, including social media, and responses to inquiries received through the District’s centralized email. The duties vary widely and can change based on customer needs.

ESSENTIAL JOB FUNCTIONS:
Monitors all social media platforms, providing online timely feedback and answers to users’ questions, as well as enlisting creative and innovative approaches to interact with and engage users on social media

Monitors daily the District’s customer comment process and recommends corrective services and actions to address customer issues and concerns

Identifies, tracks, and creates reports for management on frequently occurring issues and trends, providing analysis on reasons for occurrence and how rectified
With marketing and other District staff, plans, schedules, and develops social media and web content to align with campaigns and initiatives

Updates and maintains the District’s intranet (The Portal) content, including development, editing, and publishing

Serves as back up for the Emergency Operations Center

Assists with the District’s public outreach and public information activities

Acts as back up for the Customer Service counter and travel training program

**REQUIRED KNOWLEDGE, ABILITIES AND SKILLS:**

Excellent customer service skills

Exceptional communication skills, including interpersonal, verbal, and written

Bilingual in English and Spanish preferred

Strong planning and organizational skills

Time-management skills and ability to multi-task on a daily basis in a fast-paced environment

Strong sense of urgency; creative problem solver and team player

Ability to think and work creatively and independently

Deep knowledge of social media tools and techniques (including Facebook, Twitter, LinkedIn, YouTube, and Instagram)

Experience with Microsoft Office Suite and Google Apps
Quick learner and adaptable

SPECIAL REQUIREMENTS:
Ability to obtain and maintain a valid Oregon Class C Driver’s License and driving record that demonstrates adherence to safety and traffic laws and regulations.

No criminal conviction which may, in the sole judgment of the District, constitute a threat to property or the safety of others.

REQUIRED EDUCATION AND EXPERIENCE:
Bachelor’s Degree or four years of relevant work experience (customer service, call center, marketing, or communication)

OR

Any satisfactory equivalent combination of related experience and training that provides required knowledge, abilities, and skills

WORKING CONDITIONS:
Usual office working environment, however, may have to drive or take the bus to perform essential functions of the position with potential exposure to inclement weather.

May have prolonged periods of standing or walking.

Exposure to the general public and large groups.

Some manual labor may be required such as bending, kneeling, squatting and with assistance push, pull, or carry up to 25 pounds. This would include but not be limited to the set up/take down of various displays, tables, signs and other items generally associated with public outreach and marketing events.

Work will be both indoors and outdoors - on occasion there is direct exposure to adverse weather conditions.

May be required to work varying schedules to accommodate events in the evening or weekends.
THE ABOVE STATEMENTS ARE INTENDED TO DESCRIBE THE GENERAL NATURE AND LEVEL OF WORK BEING PERFORMED BY EMPLOYEES ASSIGNED TO THIS JOB CLASSIFICATION. THIS DESCRIPTION DOES NOT INCLUDE OTHER OCCASIONAL WORK THAT MAY BE ASSIGNED WHICH WOULD BE SIMILAR, RELATED, OR A LOGICAL ASSIGNMENT TO THE POSITION.
TO APPLY:
Please submit our application to our Administration office. To obtain an application:

- **Internet**: You may download application materials in Microsoft Word format (.doc) or Adobe Acrobat format (.pdf) from Salem Area Mass Transit's District Career page. Refer to specific current job opportunity of interest for application materials. Website: www.cherriots.org/careers

- **In Person**: You pick-up application materials from Human Resources Department located at 555 Court St NE Salem, Oregon 97301. Our office hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday.

- **By Telephone**: You may request that an applicant packet be sent to you by calling our Human Resources Department at 503-588-2424. Application materials will be sent via U.S. Mail. Our office hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday.

- **By U.S. Mail**: Application materials may be requested via U.S. Mail.

  Mail or deliver to: Salem Area Mass Transit District  
  Human Resources Department  
  555 Court St NE, Suite 5230  
  Salem, OR 97301  

  OR

  Or email to: Recruitment@cherriots.org

Faxes or resumes in lieu of original official District application form not accepted. Applications may be submitted in person, by e-mail or by mail; however, Salem Area Mass Transit District is not responsible for lost or delayed mail.

AN EQUAL OPPORTUNITY EMPLOYER

NOTE: Under the provisions of the Immigration Reform and Control Act of 1986, Salem Area Mass Transit District will require any person hired or rehired to provide evidence of identity and eligibility for employment.
SALEM AREA MASS TRANSIT DISTRICT

Non-Exempt, Non-Bargaining Employee Benefits

as of 7/1/2019

At time of hire

• Medical and Prescription Insurance with your choice of PacificSource or Kaiser Permanente; premium 100 percent paid by District
• Vision and Hearing Insurance with Ameritas; premium 100 percent paid by District
• Dental Insurance with Oregon Dental Service - MODA; premium 100 percent paid by District
• HRA VEBA – Health Savings Account – $1000 provided by District annually
• Employee Assistance Program
• Paid Holidays - New Year's Day | Martin Luther King Jr. Day | Presidents Day | Memorial Day
   Independence Day | Labor Day | Veterans Day | Thanksgiving Day | Christmas Day
• Vacation Leave - Accrued bi-weekly according to a schedule of years of service, starting at
   0-2 years of service | 3.08 hours bi-weekly | 10 days / year
• Sick Leave - 3.70 hours, accrued bi-weekly
• Unused Sick Leave Cash-out at Retirement - separation based on hours accrued and
   length of service
• Universal Bus Pass - Eligible on date of hire for employees to ride Cherriots buses for free

After six months

• Long Term Disability Insurance - Regence Life & Health Insurance Company
  premium 100% paid by District
• Life Insurance, Accidental Death and Dismemberment Insurance - Regence Life & Health
  - District pays 100% of premium costs
  - $50,000 Life Insurance Policy for employee; $2,000 Dependent Life for Spouse;
    $1,000 Dependent Life for Children
• Family Bus Pass - For eligible dependents to ride Cherriots buses for free

Employee Retirement Plans
• 401(a) Money Purchase Plan (Defined Contribution Plan)
  - District contributes 10% of employee's earnings
• Floor Offset (Defined Benefit Retirement Plan) - based on formula

MORE BENEFITS
SALEM AREA MASS TRANSIT DISTRICT

Voluntary Employee-Optional Benefits
(Staff Funded)

• Voluntary Supplemental Life Insurance
  - Guaranteed Issue of $100,000 employee; $10,000 spouse

• Deferred Compensation Plan – ICMA Retirement Corporation
  - Payroll deduction
  - Employee self-contribution

• LegalShield® and IDShield™
  - Payroll deduction

• Cafeteria Plan - Flex Spending Account
  - Payroll deduction

NOTE:
This is only a summary of benefits provided by Salem Area Mass Transit District for employees and dependents and should not in any way be construed as the full information on these benefits. For further details and requirements, please refer to Personnel Policies and Contracts of Insurance.