

SEPTEMBER 16, 2020**RECRUITMENT ANNOUNCEMENT
CUSTOMER SERVICE MANAGER****SALARY RANGE:
\$76,534.67 - \$109,120.14
PLUS EXCELLENT BENEFITS PACKAGE****FIRST REVIEW: October 6, 2020
OPEN UNTIL FILLED****JOB SUMMARY:**

Under the general direction of the Director of Communication, the Customer Service Manager plans, directs, and coordinates the operations of the Customer Service Department, including the ADA Eligibility Office, the Travel Training Program, and the Travel Ambassadors Program. This individual supervises the personnel involved in each of these programs and provides the appropriate managerial and logistical support each of these programs requires. Additionally, the Customer Service Manager is a member of the District's Senior Leadership Management Team and serves as the back-up public information officer for the District.

ESSENTIAL JOB FUNCTIONS:

Lead and manage the customer service team, including seven customer service representatives, one travel trainer, two transit hosts, and the Eligibility Office with two contracted employees

Plan, assign, and monitor work tasks for optimum team efficiency

Identify and address development and training needs of staff; develop staff training programs and reference manuals

Formulate and implement customer service policies and procedures; provide training, coaching, and counseling to ensure staff meet the highest standards of customer service and adhere to all agency policies

Determine customer service requirements through surveys, focus groups, and benchmarking best practices

Collate and analyze data to identify strategies for improvement of service and productivity

Resolve escalated customer service issues

Develop departmental budget and control costs

Oversee the contracts for the Eligibility Assessment Office and the Transit Ambassador Program; produce monthly and quarterly reports for the applicable contracts

Project manage the district-wide Quality Assurance Initiative

Handle customer inquiries and resolve customer problems

Manage the daily opening, closing, and fiscal reconciliation procedures to assure proper documentation of the daily revenues and receipts reported to the Finance Division

Provide assistance and support to the Director of Communication as needed by working on special projects or committee assignments

REQUIRED KNOWLEDGE, ABILITIES, AND SKILLS:

Extensive knowledge of customer service techniques and procedures

Extensive knowledge of security procedures for cash and materials having monetary value

Considerable knowledge of ADA laws, regulations, policies, standards, and procedures related to transportation services

Considerable knowledge of administrative and supervisory practices

Considerable knowledge of techniques used to assist passengers requiring special mobility needs during transportation

Considerable knowledge of safety-related principles and practices utilized in paratransit operations

Excellent communication skills and the ability to anticipate the needs of customers

Ability to communicate effectively before groups

Ability to work cooperatively with others, be respectful of co-workers, promote teamwork

Ability to collect, analyze, and interpret data and recommend sound policies and practices based on that data

Ability to monitor budget expenditures and make recommendations for cost savings

Considerable skill in leading and working constructively with subordinate staff, and effectively managing staff

Skill in using personal computers, Windows-based word processing and spreadsheet applications; ability to rapidly become proficient in using computer system for statistical analysis; proficiency with Microsoft Office Suite and Google Docs

REQUIRED EDUCATION AND EXPERIENCE:

High school diploma supplemented by college level course work in communication, business, public administration, or related field: and four years customer service experience, including five years of experience in a supervisory capacity

OR

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

SPECIAL REQUIREMENTS:

Valid Oregon Class C Driver's License and a driving record which demonstrates adherence to safety principles 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.

WORKING CONDITIONS:

Usual office working environment. However, office is adjacent to bus terminal area so there is exposure to bus noises and fumes. There is also extensive exposure to the general public and special needs individuals and groups.

Some travel required.

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 THAT WOULD BE SIMILAR, RELATED, OR A LOGICAL ASSIGNMENT TO THE POSITION.

TO APPLY:

Please submit the 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 the Salem Area Mass Transit District's Careers page. Refer to specific current job opportunity of interest for application materials. Website: Cherriots.org/careers.
- ❖ By Telephone: You may request that an applicant packet be sent to you by calling the Human Resources Department at 503-588-2424. Application materials will be sent via U.S. Mail. Office hours are 8 a.m. to 5 p.m., Monday through Friday.
- ❖ By U.S. Mail: Application materials may be requested via U.S. mail.

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

OR

Email to: Recruitment@cherriots.org

Faxes or resumes in lieu of original official District application form will not be accepted. Applications may be submitted in person, by email, 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-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
(Employee 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.