



555 Court St NE, Suite 5230, Salem, OR 97301 | 503-588-2424 PH 503-566-3933 FAX | [Cherriots.org](http://Cherriots.org)

**February 16, 2023**

**RECRUITMENT ANNOUNCEMENT  
CUSTOMER SERVICE MANAGER**

**POSITION SALARY RANGE:**

**\$83,560.55 - \$119,137.36**

**PLUS EXCELLENT BENEFITS PACKAGE**

**OPEN UNTIL FILLED**

**Who We Are**

The Salem Area Mass Transit District, known locally as Cherriots, is a successful and highly regarded public transit system. We are a mission-minded, values-driven organization that strives every day to deliver a world-class customer experience. We provide local, regional, and paratransit service throughout Marion and Polk counties. But we're not just about transportation. We're changing lives by increasing access to jobs, shopping, and educational opportunities, along with providing businesses with access to a larger workforce. And we assure people that they will be able to access recreational, social, faith-based, and other activities, without the need for a car.

**About the Role**

Under the general direction of the Chief Communications Officer, the Customer Service Manager plans, directs, and coordinates the operations of the Customer Service Department, including the Travel Training Program and the Transit 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 backup Public Information Officer for the District.

## **How You Will Make an Impact**

- Lead and manage the Customer Service team.
- Manage the daily opening, closing, and fiscal reconciliation procedures to assure proper documentation of the daily revenues and receipts are reported to the Finance Division.
- Plan, assign, and monitor work tasks for optimum team efficiency.
- 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 district policies; develop staff training programs and reference manuals.
- Collate and analyze data to identify strategies for improvement of service and productivity.
- Determine customer service requirements through surveys, focus groups, and benchmarking best practices.
- Handle customer inquiries and resolve escalated customer service issues.
- Develop departmental budget and control costs.
- Provide assistance and support to the Chief Communications Officer, as needed, by working on special projects or committee assignments.
- Project manage the district-wide Quality Assurance Initiative.
- Oversee the Transit Ambassador Program contract.
- Perform additional duties as assigned.

## **What You Will Need to Be Successful in this Role**

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

### **OR**

- Any satisfactory equivalent combination of related experience and training that provides the required knowledge, abilities, and skills.
- Proficient in Microsoft Office and Google Suite.
- Expert knowledge of customer service techniques and procedures.

- Extensive knowledge of security procedures for cash and materials having monetary value.
- Considerable knowledge of Americans with Disabilities Act (ADA) laws, regulations, policies, standards, and procedures related to transportation services and techniques used to assist passengers requiring special mobility needs during transportation.
- Demonstrated understanding of safety-related principles and practices utilized in paratransit operations.
- Demonstrated leadership and management skills that allow constructive and effective working relationships with subordinate staff.
- Excellent communication skills and the ability to anticipate the needs of customers.
- Communicates effectively before groups of various sizes.
- Navigates ambiguous situations exercising good judgment.
- Works cooperatively with others, is respectful of co-workers, and promotes teamwork.
- Ability to collect, analyze, and interpret data recommending sound policies and practices based on that data.
- Monitors budget expenditures making recommendations for cost savings.
- Self-starter who is able to take initiative, begin projects on their own, and work with little to no supervision.

### **Special Requirements**

- Valid Oregon Class C driver's license and a driving record that 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, may have to drive or take the bus to perform essential functions of the position with potential exposure to all weather conditions.
- There is also extensive interaction with the general public and large groups.
- May have prolonged periods of standing or walking.

**To apply please submit the application to our Human Resources Department.**

Applications may be submitted in person, by email, fax, or mail. Cherriots is not responsible for lost or delayed mail.

Resumes in lieu of the official Cherriots application will not be accepted.

**To obtain an application:**

- ❖ Email: You may request that an application and recruitment announcement be sent to you by emailing [recruitment@cherriots.org](mailto:recruitment@cherriots.org). Application materials will be sent via email.
- ❖ 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 opportunities of interest at our website: [Cherriots.org/careers](http://Cherriots.org/careers).
- ❖ Telephone: You may request that an application be sent to you by calling the Human Resources Department at 503-588-2424. Application materials will be sent via email or mail.
- ❖ Fax: You may request that an application be sent to you by faxing the Human Resources Department at 503-361-7532.
- ❖ Mail: You may request an application via mail.

Cherriots  
Human Resources Department  
555 Court St NE, Suite 5230  
Salem, OR 97301

***Equal Opportunity Employer***

*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. We are committed to*

*providing reasonable accommodations to applicants and employees who need them because of a disability or practice or in observance of their religion, absent undue hardship.*



SALEM AREA MASS TRANSIT DISTRICT  
**Exempt, Non-Bargaining Benefits**

*as of 7/1/2022*

**At time of hire**

- **Medical and Prescription Insurance** - your choice of Regence Blue Cross Blue Shield or Kaiser Permanente - premium is 100% paid by District
- **Vision and Hearing Insurance** - Ameritas - premium 100% paid by District
- **Dental Insurance** - Delta Dental / MODA - premium 100% paid by District
- **Health Retirement Account** - HRA VEBA - \$1,000 provided by District annually
- **Sick Leave** - 3.70 hours, accrued bi-weekly
- **Admin Leave** - 2.47 hours, accrued bi-weekly
- **Vacation Leave** - Accrued bi-weekly, accrual schedule starts at:  
0-2 years of service | 3.08 hours bi-weekly | 10 days per year
- **10 Paid Holidays per year**
  - New Year's Day
  - Martin Luther King Jr. Day
  - Presidents Day
  - Memorial Day
  - Juneteenth
  - Independence Day
  - Labor Day
  - Veterans Day
  - Thanksgiving Day
  - Christmas Day
- **Employee Assistance Program (EAP)** - Confidential assistance with personal problems
- **Universal Bus Pass** - Ride Cherriots' Buses for free

- **Long Term Disability Insurance** - Reliance Standard
- **Life Insurance, Accidental Death & Dismemberment Insurance** - Reliance Standard
  - \$50,000 for employee - 100% paid by District
  - \$2,000 for spouse - 100% paid by District
  - \$1,000 for dependents - 100% paid by District
- **Employee Retirement Profit Sharing Plan** - MissionSquare Retirement
  - The District contributes 5% of employee's earnings, and;
  - The District matches up to 5% of employee 457 contributions
- **Family Bus Pass** - Eligible dependents ride Cherriots' buses for free

MORE  
BENEFITS





SALEM AREA MASS TRANSIT DISTRICT  
**Voluntary Employee-Optional Benefits**  
(Employee Funded)

- **Voluntary Supplemental Life Insurance** - Reliance Standard
  - Guaranteed issue of \$100,000 for employee, \$10,000 for spouse
- **Deferred Compensation Plan** - MissionSquare Retirement
- **Legal and Identity Protection** - LegalShield and IDShield
- **Flexible Spending Account (FSA)** - Professional Benefits Services

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.