

County Connection

2477 Arnold Industrial Way Concord, CA 94520-5326 (925) 676-1976 countyconnection.com

JOB OPENING

OPENS: 06/26/2018

CLOSES: 07/10/2018

TITLE: **CUSTOMER SERVICE & OUTREACH COORDINATOR**
SALARY RANGE: \$65,832 - \$89,492 Annually
REPORTS TO: Manager of Planning

DUTIES/RESPONSIBILITIES:

The Customer Service & Outreach Coordinator will manage and coordinate the Customer Service, Community Outreach, and Social Media activities, as directed by the Manager of Planning, such that the department's goals and objectives can be realized.

Duties include, but are not limited to:

- Acting as County Connection's social media expert. Coordinating County Connection's social media presence and ensuring that timely and correct information is disseminated. Continually researching and sourcing new social media platforms that may be useful to disseminate County Connection information.
- Identifying and participating at community events within the County Connection service area; staffing tables/booths at various community events so that County Connection's service is made known to the general public.
- Training, supervising, and managing the performance of County Connection Customer Service Representatives (CSRs). Developing weekly schedule for CSRs so that adequate coverage is achieved. Fills in as needed in answering customer service calls when there is a shortage of staff and/or a high volume of calls.

**This position may require offsite work in the field and on the County Connection buses.*

REQUIREMENTS:

- Bachelor's degree from four-year college or university in Marketing or Business, or commensurate experience plus one to two years minimum related experience in transportation environment in a supervisory position.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from managers, customers, and the general public.

TO APPLY:

Download and complete the application [here](#) or go to <https://countyconnection.com/about/jobs/> and click on the Employment Application. Attach cover letter and resume and submit to County Connection, 2477 Arnold Industrial Way, Concord, CA 94520. You may also apply in person Monday - Friday 8:00 AM - 5:00 PM.

*Internal candidates must complete an internal application available at the front desk and have a minimum of six (6) months in their current position.

County Connection is an Equal Opportunity Employer and Drug Free Workplace