



**SACRAMENTO REGIONAL TRANSIT DISTRICT
invites applications for the position of:**

Customer Service Supervisor

SALARY: \$3,078.50 - \$4,310.50 Semi-Monthly
\$6,157.00 - \$8,621.00 Monthly
\$73,884.00 - \$103,452.00 Annually

DEPARTMENT: Customer Satisfaction

DIVISION: Customer Service

OPENING DATE: 06/06/19

CLOSING DATE: 06/19/19 11:59 PM

DESCRIPTION:

The purpose of this position is to supervise personnel and oversee customer service activities of the District. This is accomplished by supervising staff, performing administrative duties, providing customer service, financial reporting, reviewing policy and procedures, analyzing data, tracking and reporting information, and documenting and preparing correspondence.

EXAMPLES OF DUTIES:

- Performs supervisory and administrative duties by coordinating training for new personnel and enhancement training for current personnel; overseeing light duty operator and temporary employee assignments; resolving labor relations and employee issues; ensuring personnel provide transit customers with accurate bus and light rail information; monitoring customer service representative performance; counseling customer service representatives on results; maintaining records, overseeing operations at call center, sales service center, and the lost and found and photo identification area; receiving and reviewing photo identification requests from other agencies and departments; and creating work schedules.
- Coordinates financial reporting by receiving and inputting revenue sales to produce reports, tracking payroll and timekeeping, and overseeing inventory and audit cash revenue.
- Tracks and records customer service information by importing data into database, and tracking sales results and schedule adherence.
- Provides field customer service by communicating with bus and light rail dispatchers regarding service issues and problems, and resolving customer complaints.
- Prepares training documents by reviewing various transit and call center publications, issuing oral and written instructions to staff on schedule, fare, policy changes, etc.; updating staff and files with various document information, and preparing staff memos and related correspondence.

MINIMUM QUALIFICATIONS:

Formal Education: Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with a two (2) year associate's degree, diploma or equivalent from an accredited college, technical, business, vocational, or correspondence school in Business, Management, or a related field. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.

Additional directly related experience beyond the minimum requirement may substitute for the required education based on the ratio of one and a half (1.5) years of experience for each (1) year of education.

Experience: A minimum of two (2) years of experience in customer service, including one (1) year of experience in a lead or supervisory capacity.

SUPPLEMENTAL INFORMATION:

The minimum qualifications as stated on this job announcement represent only the basic requirements of the position. Meeting the minimum qualifications does not guarantee that a candidate will be invited to participate in other examination segments of the selection process. An employment application and supplemental questionnaire are required for this position. Applications, supplemental questionnaire, job announcements, and copies of the complete job description are available through our website at www.sacrt.com.

Completed employment application, supplemental questionnaire and proof of education, as outlined above, must be submitted to the Human Resources Department not later than Wednesday, June 19, 2019 at 11:59 p.m. RT does not accept late applications and will not process incomplete applications. **Resumes are not accepted in lieu of an application, but may be included with the application.** For more information on benefits, a summary sheet is available from the Human Resources Department. The Human Resources Department will make reasonable efforts in the recruitment process to accommodate candidates with disabilities. For more information, contact the Human Resources Department at (916) 556-0298.

RT is an Equal Opportunity Employer. EOE – Minorities/Women/Disabled/Veterans.

This position falls under the **AFSCME** Collective Bargaining Unit

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.sacrt.com>

Position #TBD
CUSTOMER SERVICE SUPERVISOR
YH

2810 O Street
Sacramento, CA 95816
(916) 556-0298

Customer Service Supervisor Supplemental Questionnaire

- * 1. Describe, in detail, your knowledge, experience and level of expertise with automated telephone systems in a Call Center. In your response, include your job title, responsibilities, the number of employees you supervised and their job title(s), employer and dates of employment.

- * 2. Please identify the types of reports you have used to measure employee performance and customer satisfaction in a Call Center. In your response, include your job title, responsibilities, the number of employees you supervised and their job title(s), employer and dates of employment.

- * 3. Describe, in detail, your lead/supervisory experience, including the number of employees you supervised, their job titles and details on the oversight you provided. In your response, include the number of months/years you performed the function. In your response, include your job title, responsibilities, the number of employees you supervised and their job title(s), employer and dates of employment.

- * Required Question