

Regional Transit Job Announcement

www.sacrt.com

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

Customer Advocate I

Internal/External

Salary: \$44,169 – \$61,795 annually
(Plus Excellent Benefits)

Posting Date: November 8, 2018 (Thurs)
Filing Deadline: November 26, 2018 (Mon)

SUPPLEMENTAL QUESTIONNAIRE AND TYPING CERTIFICATE ARE REQUIRED AT THE TIME OF APPLICATION

JOB SUMMARY

The purpose of this position is to assist customers by receiving and processing service complaints, comments, employee commendations and inquiries and to problem solve and mediate unexpected and unusual issues directly from the general public and determine potential Regional Transit policy and regulation compliance issues. This is accomplished by processing incoming customer contacts received through written and electronic correspondence and via telephone; maintaining records of all customer contacts in database; researching and resolving or escalating issues/comments to appropriate department; completing and obtaining customer signature of Passenger Service Reports (PSR) for official complaints; correspond with customers regarding status of complaints. Other duties include tracking, recording and reporting information; preparing documents, reports and correspondence; coordinating schedules and meetings and completing related administrative duties.

ESSENTIAL FUNCTIONS

-) Acts as initial contact to the general public for comments regarding all agency services;
-) Receives all positive and negative comments, suggestions and complaints from the public regarding operations issues (of Operators, schedules, Regional Transit policy and regulation compliance related, etc.) as well as other agency services/projects;
-) Responsible for second level support related to Connect Card, RT Mobile application and other RT branded products/support solutions by evaluating and analyzing the symptoms, renewing customers transactions/purchases and account information;
-) Documents information, inputs into automated tracking system, researches and resolves complaints as appropriate or obtains signature from customer, completes PSR as necessary and routes to appropriate department for follow-up and response;
-) Prepares initial written communication and meets with customers to advise of action(s) taken in response to comment/issue;
-) Participates in, attends and prepares for various meetings and information/outreach events;
-) Completes administrative support by preparing, proofreading, editing, revising, and formatting correspondence and documents;
-) Keeps status reports on information and records; tracks and reports on special information as needed;
-) Compiles data on customer issues or reporting process improvements; and utilizes application programs to chart and display recorded information for inclusion in reports;
-) Conducts observations of the District's bus and light rail system for compliance and to investigate customer issues, concerns and complaints and identifies and reports observed violations.

MINIMUM QUALIFICATIONS

Education: High School diploma or equivalent.

Experience: A minimum of one (1) year of general office or administrative support experience which must have included substantial public contact and customer service work.

Required Computer Skills: Intermediate word processing, spreadsheet, presentation and database software.

TYPING REQUIREMENT

Applicants must have the ability to type accurately at a net rate of 40 words per minute. At time of application, applicants must submit typing certificate, less than two (2) years old (dated between November 8, 2018 and November 26, 2018), and MUST include: (1) A statement that it was a 5-minute timed test; (2) Total gross words per minute and number of errors; (3) Date the typing test was administered; and (4) Name of instructor or certifying official administering the test. Current SacRT employees in classifications with a typing requirement that is at or above the required net rate of 40 words per minute, do not need to submit typing certificates.

FILING

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, supplemental questionnaire and typing certificate are required for this position. Applications, supplemental questionnaires, and job announcements are available at Human Resources, 2810 O Street, Sacramento, CA 95816, or through our website at www.sacrt.com.

Completed employment application, supplemental questionnaire and typing certificate must be submitted to the Human Resources Department not later than Monday, November 26, 2018 at 5:00 p.m. RT does not accept e-mail applications, on-line applications, or late applications regardless of postmark. RT 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 M/F/D/V.

This position falls under the AFSCME Collective Bargaining Unit.

(Supplemental Questionnaire on Reverse Side)

Sacramento Regional Transit District Supplemental Questionnaire

Customer Advocate I

Final Filing Date: Monday, November 26, 2018

The purpose of this Supplemental Questionnaire is to obtain additional job-related information to identify the most qualified applicants to continue in the selection process. Completion of this material is required and your responses must be submitted with your employment application by 5:00 p.m. on the final filing date. **Candidates who do not complete this Supplemental Questionnaire will be eliminated from further consideration.**

Please answer the following questions. Attach answers on a separate sheet of paper and number each item accordingly.

1. Describe, in detail, your work experience with each of the following functions. In your response detail your specific job duties, the number of years/months you performed these duties and the employer.
 - A. Information Tracking, Recording and Reporting
 - B. Document & Correspondence Preparation
 - C. Reception and Information Services
 - D. Records Management (manual or electronic records or files)
 - E. Meeting Coordination

2. Describe, in detail, your public contact and customer service work experience. In your response detail your specific job duties, the number of years/months you performed these duties and the employer.

3. Describe your level of experience with the following software applications and, on a separate sheet of paper, provide examples of the types of documents, correspondence, or reports you have created that would support your rating.

- No experience 1**
Beginning-level experience 2
Intermediate-level experience 3
Advanced-level experience..... 4

<u>Program</u>	<u>Experience Level (#)</u>	<u>Employer Where Used</u>
GroupWise/Outlook	_____	_____
MS Word	_____	_____
MS Excel	_____	_____
MS Access	_____	_____