

Regional Transit Job Announcement

www.sacrt.com

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

Manager, Customer Service Internal/External

Salary Range: \$87,684 - \$122,736 annually
(Plus Excellent Benefits)

Posting Date: September 27, 2018 (Thu)
Filing Deadline: October 10, 2018 (Wed)

SUPPLEMENTAL QUESTIONNAIRE IS REQUIRED AT TIME OF APPLICATION

JOB SUMMARY

The purpose of this position is to oversee and manage the call center, sales center and customer service activities of the District. This is accomplished by directing the daily activities of the call center (inbound calls, customer inquiries, trip planning assistance, requests for print materials) and sales center (ticket and pass sales, photo ID production, lost and found, general customer assistance), resolving issues, implementing performance measures and producing reports, preparing and monitoring department budget, managing and directing staff and outside consultants. Other duties include assisting and coordinating with other departments within the District.

The Sacramento Region is undergoing great transformational changes. As with any Metropolitan City, transportation is the backbone of a city. Good physical connectivity in the urban and rural communities are essential for economic growth. SacRT provides over 20 million rides annually to students, seniors, commuters, etc. As the largest transportation provider in the Sacramento region, SacRT employs close to 1,000 individuals and has over 700 retirees. As an employee of SacRT, you will receive great medical, insurance, pension and other benefits that many private agencies simply cannot provide. As a large employer in the Sacramento area, we take pride in our employees by providing training and opportunities for personal growth and advancement. If you are interested in joining this wonderful agency, please see the filing instructions below.

ESSENTIAL FUNCTIONS

- J Directs the daily activities of the call center by monitoring staff performance, reviewing workloads, reviewing types of assistance requested, scheduling and assigning tasks, implementing improvements, and taking corrective actions to ensure quality customer service.
- J Directs the daily activities of the sales center by monitoring staff performance, reviewing sales and revenues, recommending actions, analyzing reports and data, responding to requests and inquiries, and implementing changes/improvements.
- J Prepares and monitors department budget by identifying goals and objectives, researching and analyzing options, preparing recommendations, and monitoring expenditures.

MINIMUM QUALIFICATIONS

Education: Bachelor's degree or equivalent from an accredited college or university in Business Administration, Public Administration, Management or a related field. 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 four (4) years of experience in a customer service call center environment, including two (2) years of supervisory experience.

Proof of required education beyond high school, such as college transcripts, diplomas, licenses and/or certificates must be submitted at the time of application, if not substituting experience for the education requirement.

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 proof of education, as outlined above, are required for this position. Applications, job announcements, and copies of the complete job description are available at 2810 O Street, Sacramento, CA 95816, or 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, October 10, 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. EOE - Minorities/Women/Disabled/Veterans.

(Supplemental Questionnaire on Reverse Side)