



San Joaquin Regional Transit District
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Stockton, CA 95202
(209) 943-1111

SAN JOAQUIN REGIONAL TRANSIT DISTRICT EMPLOYMENT OPPORTUNITY

CUSTOMER ENGAGEMENT MANAGER

Starting at \$77,165 to 113,466 (Depending on Qualifications)

Open Recruitment

Closing Date: Until Filled

JOB SUMMARY

Under general or policy direction, plans, organizes, manages, integrates, oversees, and participates in San Joaquin Regional Transit District's (RTD) customer engagement programs and activities; provides expert professional assistance in developing, implementing, integrating, and managing comprehensive extraordinary customer service programs and strategies; and performs related duties as assigned. Responsible for managing or directing RTD's customer engagement plans, programs, and strategies to promote and communicate RTD's services to current and potential customers. In carrying out strategies and program initiatives, the incumbent develops and promotes partnerships with key stakeholders and enters into collaborative relationships to achieve overall objectives. Responsibilities and assignments are broad in scope and require the exercise of creativity, seasoned judgment, initiative and acumen.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

1. Participates with all levels of RTD management in establishing strategic plans for RTD; sets overall management and policy goals and objectives for the department; coordinates department program and policy issues with the heads of other departments and/or on an agency-wide basis.
2. In accordance with RTD's human resources policies, procedures, and labor contract provisions, plans and evaluates the performance of staff; establishes performance requirements and personal development targets; monitors performance and provides coaching and counseling for performance improvement and development; provides or recommends compensation or other rewards to recognize performance; subject to senior management concurrence, takes disciplinary action up to and including termination to address attendance or performance deficiencies.
3. Provides leadership and works with staff to develop and retain highly competent, customer service-oriented staff through selection, training, and day-to-day management practices that support RTD's mission, vision, strategic goals, initiatives, and core values.
4. Participates with other managers and staff in the development of strategies and tactical plans to increase ridership and farebox recovery ratios; participates in the development of comprehensive economic strategies, including service outreach and customer engagement programs.

5. Plans, organizes, manages, and oversees implementation of customer engagement programs; develops and conducts customer and competitive research to support customer engagement plans; supervises and participates in developing program goals, objectives, plans, strategies, policies, standards, and measures; makes presentations to all levels of RTD management and staff to educate them regarding plans.
6. Plans, organizes, manages, or directs the activities of a Customer Service Center, Call Center, and Transit Ambassador team.
7. Provides expert professional guidance and support to senior management, RTD departments and stakeholders on customer engagement issues and strategies; analyzes situations and provides customer engagement advice regarding various activities and projects.

OTHER DUTIES

1. Participates in staff recruitment.
2. Performs other incidental and related duties as required and assigned.

KNOWLEDGE OF:

1. Advanced principles, practices, concepts and techniques used in developing and executing customer engagement plans, programs, and strategies.
2. Effective use of social media and other online customer relationship management in business environments.
3. Effective business communications and correct English usage.
4. Principles and practices of public administration, including budgeting, purchasing, and maintenance of public records.
5. Research methods and analysis techniques.
6. Principles and practices of contract negotiation.
7. Principles and practices of sound business communication.
8. Principles and practices of effective management and supervision.
9. RTD human resources policies and procedures and labor contract provisions.

ABILITY TO:

1. Plan, organize, manage, or direct and integrate the activities of a comprehensive programs to meet RTD's goals and objectives to increase ridership and maximize fare box recovery ratios.
2. Work directly with customers and plan, organize, and direct the activities of staff in their daily interactions with customers.
3. Analyze and make sound recommendations on customer engagement issues and strategies.
4. Present information, proposals and recommendations clearly, logically and persuasively in public meetings.
5. Prepare clear, concise, and comprehensive correspondence, reports, studies and other written materials.
6. Communicate effectively orally and in writing.
7. Exercise sound, expert independent judgment within general policy guidelines.
8. Exercise tact, discretion and diplomacy in dealing with sensitive, complex, and confidential personnel issues and employee situations.
9. Establish and maintain effective customer-focused working relationships with all levels of RTD management, employees, employee organizations and their representatives, other governmental officials, community groups, professional and business organizations, the media, and the public.

EMPLOYMENT STANDARDS:

Graduation from an accredited four-year college or university with major coursework in public relations, communications, business administration, or a closely related field; and seven years of progressively responsible three of which were in a supervisory or project leadership capacity; or an equivalent combination of training and experience. Experience in a public transit agency or governmental setting is preferred.

Licenses; Certificates; Special Requirements:

A valid California Class C driver's license.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands:

While performing the duties of this class, an employee is regularly required to sit, talk and hear in person and by telephone, use hands repetitively to operate standard office equipment, and reach with hands and arms. The employee is frequently required to stand, walk, and lift up to ten pounds. Specific vision abilities required by this class include close vision and the ability to adjust focus.

Mental Demands:

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret complex data, information, and documents; analyze and solve complex problems; observe and interpret people and situations; use math and mathematical reasoning; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks with constant interruptions; work under intensive deadlines and interact with all levels of RTD management, staff, employees, representatives of employee organizations, other governmental officials, representatives of public or community agencies, the media, and the public.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this class, the employee often works under typical office conditions and the noise level is moderately quiet. The employee will at various times work in and around various bus stops and transit facilities and occasionally work on location at RTD and community hosted events.

The District offers a competitive employee benefit program that includes:

- INSURANCE:** RTD provides comprehensive health and dental insurance package for all full time employees and their dependents. RTD also provides \$20,000 life insurance for all full time employees.
- SICK LEAVE:** 12 days per year for all full-time employees.
- VACATION:** Two (2) weeks to six (6) weeks depending on length of service for full-time employees.
- RETIREMENT:** Covered under the provisions of the new Public Employees Pension Reform Act (PEPRA).

EMPLOYMENT PROCESS: Applicants must complete and submit an official application form. The standards as stated on the front of the job announcement represent only the minimum required to fill an application. Resumes will be accepted but, may not be substituted for the required application form. Meeting the listed standards does not guarantee that a candidate will be invited for an interview as the Human Resources Department reserves the right to limit the number of candidates to the most qualified for the vacancy.

NOTE: All statements made on the application are subject to verification and investigation. False statements will be cause for disqualification, removal from the eligible list or termination of employment.

SUBSTANCE ABUSE TESTING: Substance abuse tests paid by the Transit District are required of each prospective employee. Candidates are cautioned that offers of employment are conditional and subject to the satisfactory completion of the substance abuse tests.

San Joaquin Regional Transit District is an Equal Opportunity/Affirmative Action employer. Female, minority, and disabled individuals are encouraged to apply. Applicants will be considered without regard to race, color, creed, national origin, religion, sex, sexual preference, marital status, age, medical condition or disability.

Employment is conditional on successfully passing drug and alcohol tests, and a background investigation.

TO SUBMIT AN APPLICATION: Visit our jobs page online at www.sjRTD.com/jobs

The provisions of this bulletin are subject to change without notice and do not constitute an expressed or implied contract.