



JOB TITLE:	CUSTOMER RELATIONS ASSISTANT	DIVISION:	DISTRICT - CUSTOMER RELATIONS
REPORTS TO:	CUSTOMER RELATIONS SUPERVISOR	EEO CATEGORY:	06- CLERICAL
FLSA:	NON-EXEMPT	SAFETY-SENSITIVE:	NO
CLASSIFICATION:	REPRESENTED	LOCATION:	SAN RAFAEL

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

### Position Summary

Under the direct supervision of the Customer Relations Supervisor, this position is responsible for Customer Service activities supporting all District transportation services including Bridge, Bus and Ferry Services. The Customer Relations Assistant provides the public with information concerning Golden Gate Bridge, Bus and Ferry systems both over the phone and in person; conducts complaint tracking, investigates, reviews, and resolves complaints. Responsibilities include regular contact with patrons, operating personnel and all levels of District staff to promote and maintain both internal and external customer service. The work is performed in a busy office environment, which requires multi-tasking and prioritizing. Individuals in this position represent the District as required in the field including transit fairs.

### Essential Responsibilities

- Promotes customer relations functions in accordance with District values and goals
- Independently receives, reviews, and resolves complaints from the public and works with applicable District supervisors and managers to conduct independent investigations and provide responses
- Processes complaints via applicable database system. Answers complaint calls and determines routing for the complaint. Independently analyzes and completes written correspondence in response to routine customer complaints
- Operates telephone Automatic Call Distribution System (ACDS), and provides the public with information concerning the Golden Gate Bus and Ferry systems and records patron complaints
- Analyzes data associated with phone calls received and abandoned; prepares daily and monthly reports
- May assume senior lead role for other Customer Service Representatives in the absence of the Customer Relations Supervisor
- Interacts with the public as an advocate for improved public transit service
- Acts as a resource for the Planning, Public Information/Public Relations, Marketing, Maintenance, Scheduling and Operations functions



- Applies knowledge of public transit operations when recommending appropriate courses of action to solve operating issues of the District. Determines the most effective approach and methodology to complete assignments
- Recommends, interprets, and implements policies and practices to improve operations. Independently uses the District's values and behaviors model to explain reasons for decisions affecting department operations
- Trains new staff members as necessary. Maintains training manual and operating procedure manual
- May assist with preparation of weekly work schedule. In case of emergency, contacts staff via telephone to fill open shifts
- Handles customer service tasks such as processing lost & found items, selling commuter tickets and discount tickets, and processing applications for bridge discount tolls and senior/persons with disabilities applications
- May assist management as a liaison for various District committees (Advisory Committee on Accessibility, Bus Passenger Advisory Committee, Ferry Passenger Advisory Committee, Marketing Committee, and Scheduling Committee) and to other public agencies and community interest groups to facilitate understanding and access to District services and improve operations
- Interacts with other District personnel to establish a positive working relationship with each employee and with the customers served
- Maintains and monitors record-keeping systems related to Telephone Call Center and comments from the public so reporting can be made to District staff as requested
- Regular and reliable attendance and performance required

## Required Knowledge, Skills and Abilities

### Knowledge of:

- Principles and practices of customer relations and complaint resolution techniques
- Operating policies, rules, and regulations, transit lines, equipment and schedules

### Ability to or Skill in:

- Interact with all levels of patrons, personnel, other public agency employees, and officials to promote excellent customer service. Establishes and maintains cooperative and positive working relationships with all personnel and customers
- Respond professionally, accurately, and pleasantly to customer needs using the District values and goals as a foundation
- Access and interpret data in the District's Bus Scheduling and Dispatch (HASTUS) system
- Communicate calmly, clearly, and pleasantly in a professional manner with all callers and effectively obtain information from callers who may have difficulty communicating or who may be angry or upset
- Determine the information needed by customers when not clearly requested



- Quickly and effectively solve customer problems
- Possess excellent conflict resolution skills
- Anticipate how individuals and groups will react to situations and information and plan accordingly
- Remain calm during stressful situations
- Interpret Board rulings and convey intent, rules, and policy to employees and the public
- Independently analyze problems and implement effective solutions
- Communicate effectively both orally and in writing
- Collect, organize and interpret information
- Interact professionally and courteously with all encountered during the course of work
- Independently prepare clear, organized, complete, grammatically correct reports, correspondence, and memos
- Effectively use personal computer and the software programs required in the course of the work

## Minimum Qualifications

### Education and/or Experience:

- A minimum of three years recent position-related customer service experience is required. Experience in public transportation is highly desirable
- A minimum of two years' experience using personal computers and software programs with at least beginner skills in Microsoft Office applications, specifically Word and Excel required

### Required License:

Must possess and maintain a current, valid California driver's license and satisfactory driving record. May operate District vehicle.

### Physical Requirement:

- Must be available to work weekends and evenings
- Must be able to lift 25 lbs. minimum as necessary
- Must communicate clearly and verbally and listen effectively with customers in person and over the telephone
- Must be able to work in a shared office environment with some mobility limitations and without frequent breaks
- Ability to work flexible schedules that may include evenings and weekends