

JOB TITLE:	CUSTOMER RELATIONS SUPERVISOR	DIVISION:	DISTRICT – CUSTOMER RELATIONS
REPORTS TO:	MARKETING & COMMUNICATIONS DIRECTOR	EEO CATEGORY:	02 - PROFESSIONAL
FLSA:	EXEMPT	SAFETY-SENSITIVE:	NO
CLASSIFICATION:	NON-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 general direction of the Marketing and Communications Director, is responsible for supervising and directing the activities of the Customer Relations Department involving the processing of customer inquiries for the bus, ferry and bridge divisions. This department provides the public with transit information, general information regarding District programs, complaint investigation/review/resolution, manages Lost & Found, sells fare media and operates a telephone call center. Responsibilities include regular contact with patrons, public agencies, operating personnel and District staff to promote and maintain a high level of customer service. The work is performed within a busy office environment. This position requires field work and dealing with a number of employees and the public. It also requires management of information systems utilized within the department.

Essential Responsibilities

- Supervises, coordinates and monitors the quality and effectiveness of information by analyzing relevant data to determine customer service outputs and ensure call center staff productivity, and producing performance metrics as appropriate
- Maintains and monitors record-keeping systems related to telephone call center comments from the public, fare media sales, and Lost & Found
- Receives, reviews and resolves complaints from the public and works with staff to conduct investigations and provide responses and resolution
- Handles complex and escalated customer service issues
- Directs subordinate personnel to operate telephone Automatic Call Distribution System (ACDS), providing the public with information concerning the Golden Gate Transit systems, recording customer complaints and interacts with public as an advocate for improved public transit service
- Receives input from the public, designs programs and procedures to maintain customer satisfaction, and ensures reliability, accessibility and convenience of bus service. Recommends changes to service, as necessary
- Acts as a resource for the Planning, Public Information, Marketing, Maintenance, Scheduling and Operations departments



- Applies knowledge of public transit operations when recommending appropriate courses of action to solve operational problems of the District. Determines the most effective approach and methodology to complete assignments
- Recommends and implements policies and practices to improve operations
- Acts as liaison for various District Committees and other public agencies and community members to facilitate operational improvements in relation to the services offered by the District
- Interacts with other District personnel to establish a positive working relationship with internal and external customers
- Interprets and recommends operational policies and procedures for patrons and employees in conjunction with transit services
- Hires, supervises, trains, evaluates and recommends disciplinary actions, commendations or termination for call center staff
- Promotes and manages customer relations functions in accordance with District values and goals
- Ensures that employees under his/her supervision follow established safe work practices and obey all safety rules
- Regular and reliable attendance and performance required

Required Knowledge, Skills and Abilities

Knowledge of:

- Customer service principles and practices and complaint resolution procedures
- Operating policies, rules, and regulations, transit lines, equipment and schedules
- Public transportation service, operations and service scheduling
- Labor relations, including contract administration and negotiation
- Organization and management techniques
- Proficiency in MS Office applications

Ability to:

- Excellent ability to interact with all levels of patrons, personnel, other public agency employees and officials to communicate District's values and goals to promote excellent customer service. Establish and maintain cooperative and positive working relationships with all personnel and customers
- Interpret Board rulings and convey intent, rules, and policy to employees as well as the public
- Analyze problems and implement effective solutions
- Communicate effectively orally and in writing. Prepare clear, complete and concise operational reports, correspondence, bulletins and memos
- Supervise, train and evaluate the work of staff
- Develop, implement and maintain performance goals and objectives
- Collect, organize and interpret information
- Resolve conflicts including settling disputes and resolving grievances
- Foster teamwork and motivate employees to work cooperatively and conscientiously in activities directly involved in contact with the public
- Be patient and polite under stressful situations



Minimum Qualifications

Education and/or Experience:

A combination of college level training and position related experience equivalent to:

- Four-year degree in Business Administration, Public Administration, Transportation Management, or related field. Additional position-related, qualifying experience may be substituted in lieu of a degree and must be substantiated with a written Qualifying Statement from the applicant.
- Five years of transit operations experience preferably in a public transit agency. At least two years of experience must have included supervisory and customer service responsibilities

Physical Requirement:

- Most work is conducted in an office environment
- Travel to offsite locations
- Requires ability to use personal computers for varying periods of time
- Some lifting may be required - generally up to 50 pounds
- Ability to speak clearly and concisely to obtain and relay accurate information