



Title: Customer Satisfaction Coordinator

FLSA Status: Non-Exempt

BRIEF DESCRIPTION:

The purpose of this position is to perform activities to ensure customer satisfaction. This is accomplished by receiving and distributing mail, applying exceptional customer service skills, problem solving and mediating highly conflicting unexpected and unusual problems directly from the general public, analyzing passenger complaints to determine potential ADA violations, reviewing and entering passenger complaints into database, coordinating with other departments to ensure compliance, leading, coordinating, prioritizing and overseeing work to subordinate clerical staff, and preparing correspondence. Other duties include scheduling and attend various meetings.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	(L) Light Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	(M) Medium Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	(H) Heavy Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	(V) Very Heavy Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.
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#	Code	Essential Functions	% of Time
1	L	Provides customer service and handle complaints by ensuring compliance with customer service standards as established for the District. Serve as liaison for District staff, processing, delegating and resolving complaints, and utilizing knowledge of District processes and requirements of the American with Disabilities Act.	40 %
2	L	Performs administrative tasks by preparing correspondence and reviewing documents, maintaining files and reports, processing invoices, preparing agendas and meeting packets, and scheduling meetings. Research questions and issues raised by CCCS Committee members pertaining to Customer Satisfaction processes, compliant documentation and related matters. Oversee and direct the preparation/distribution of Customer Satisfaction questionnaires and correspondence that are sent to complainants. Research and report on special information as requested by the supervisor/manager. Maintain the Customer Satisfaction Unit Operations Manual. Maintain customer satisfaction database system. Maintain customer satisfaction files according to established policies and procedures.	30 %
3	L	Tracks, records, and reports information by running and preparing monthly reports, conducting trend analysis of complaint information from reports to identify problem areas and to carry out corrective measures, and researching data inconsistencies and/or	15 %



		problems as necessary.	
4	L	Provides support to staff by overseeing, reviewing, and delegating work to subordinate staff, providing direction, guidance, and coordination of subordinate work, providing work review and/or second-level response to the more complex and sensitive customer complaints, assisting staff with receiving and processing routine complaints, training and mentoring new employees on District policies and procedures. Encourage and recommend staff training and development. Provide feedback to supervisor/manager for input into policies and procedures.	15 %

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	<p>Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with a six (6) months/one (1) year of advanced study or training past the high school equivalency. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.</p> <p>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.</p>
Experience	A minimum of two (2) years of increasingly responsible administrative office experience that includes substantial public contact and receiving and responding to customer complaints.
Supervision	Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.
Human Collaboration Skills	Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.
Freedom to Act	The employee normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.
Technical Skills	Skilled: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.
Budget Responsibility	Position has no fiscal responsibility.
Reading	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained



	from experience and self-study.
Math	Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing	Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Certification & Other Requirements	

KNOWLEDGE
<ul style="list-style-type: none"> • Workload requirements. • Report writing. • Effective presentation skills. • Effective communications • Organize information clearly and precisely. • Mathematical calculations, including ratios and percentages. • General payroll processing • Agendas and minute taking • Report writing, letter writing. • Multi-line telephone systems. • Methods and techniques of filing, tracking, recording and presenting information. Methods and techniques of data tabulation, summary and report development. • General office administrative practices and procedures. • English grammar, punctuation, spelling and usage.

SKILLS
<ul style="list-style-type: none"> • Advanced word processing, spreadsheet, presentation and database software • Specialized software related to functional area

ABILITIES
<ul style="list-style-type: none"> • Handle all internal and external contacts with courtesy, diplomacy and tact. • Work well with others • Speak clearly and communicate messages to appropriate individuals • Organize information clearly and precisely • Perform mathematical calculations, including ratios and percentages • Apply customer service skills, representing the District in a positive way while working with the public



- Perform accurate note and minute taking for written summaries of meetings
- Learn District computer systems related to department functions
- Extract statistics and written information from reports and transfer to other documents
- Write reports, business correspondence and procedure manuals
- Read, interpret and apply District rules, procedures and contract provisions; learn, explain and instruct others on District and departmental operating policies, procedures, systems and methods
- Prioritize and deal with conflicting workload requirements



OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-

Sedentary	Light	Medium	Heavy	Very Heavy
X				
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C	F	O	R	N
Continuously 2/3 or more of the time.	Frequently From 1/3 to 2/3 of the time.	Occasionally Up to 1/3 of the time.	Rarely Less than 1 hour per week.	Never Never occurs.

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	F	Communicating with co-workers
Sitting	C	Desk work, meetings
Walking	F	To other departments/offices, around work site
Lifting	O	Supplies, files
Carrying	O	Supplies, files
Pushing/Pulling	O	File drawers
Reaching	C	For supplies, for files
Handling	C	Paperwork
Fine Dexterity	C	Computer keyboard, telephone keypad
Kneeling	R	Filing in lower drawers
Crouching	R	Filing in lower drawers, retrieving items from lower shelves/ground
Crawling	R	Under equipment
Bending	R	Filing in lower drawers, retrieving items from lower shelves/ground
Twisting	C	From computer to telephone
Climbing	N	
Balancing	N	
Vision	C	Reading, computer screen
Hearing	C	Communicating via telephone/radio, to co-workers/public, listening to equipment
Talking	C	Communicating via telephone/radio, to co-workers/public
Foot Controls	N	
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Telephone, fax machine, copier, headphones, radio scanner, computer and associated hardware and software.



ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
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D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
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-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	R
Physical Danger or Abuse	N
Other (see 1 below)	N

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	N
Noise and Vibration	N
Wetness/Humidity	N
Physical Hazards	N

(1) N/A

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
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-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	O
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	F
Other (see 2 below)	N

(2) N/A

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3)N/A

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.