



Title: Manager, Customer Service

FLSA Status: Exempt

BRIEF DESCRIPTION:

The purpose of this position is to oversee and manage SacRT’s Call Center, Sales Center, Front Desk Receptionist and customer service activities. This is accomplished by directing the daily activities of the Call Center (inbound calls, customer inquiries, trip planning assistance, requests for print materials), Sales Center (ticket and pass sales, and electronic fare media sales, photo ID production, lost and found, general customer assistance) and Front Desk Receptionist, resolving customer and employee issues, implementing performance measures and producing reports, tracking department stats and performance, preparing and monitoring department budget, managing department procurements, managing and directing staff and outside consultants. Other duties include assisting and coordinating with other departments within SacRT.

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.
---	---	--	---	---

#	Code	Essential Functions	% of Time
1	L	Directs the daily activities of the Call Center and Front Desk Receptionist by monitoring staff performance, reviewing workloads, monitoring customer service calls and providing feedback, resolving employee issues and grievances, determining individual performance goals, reviewing types of assistance requested, scheduling and assigning tasks, providing training to new employees, , implementing improvements, and taking corrective actions to ensure quality customer service,.	45 %
2	L	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, implementing changes/improvements, and taking corrective actions to ensure quality customer service.	45 %
3	L	Prepares and monitors department budget by identifying goals and objectives, researching and analyzing options, preparing recommendations, and monitoring expenditures. Represents the department and SacRT at various meetings.	10 %



JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	<p>Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four (4) years of an accredited college or university resulting in a Bachelor's degree or equivalent in Business Administration, Public Administration, Management or a related field.</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 four (4) years of experience in a customer service call center environment, including two (2) years of supervisory experience.
Supervision	Work requires supervising and monitoring performance for a regular group of employees or department including providing input on hiring/disciplinary actions and work objectives/ effectiveness, performance evaluations, and realigning work as needed.
Human Collaboration Skills	Recommendations regarding policy development and implementation are made and/or recommended. Evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.
Freedom to Act	The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.
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 major fiscal responsibility. Is responsible for department-wide financial decisions. Assures that appropriate linkages exist between budget requests and departmental goals and objectives. Monitors budget plan, and adjusts as necessary.
Reading	Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained in at the college level or above. 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">) Accounting principles.) Budget preparation and forecasting.) Current customer relations techniques.) Customer service strategies and benchmarking.) Goal setting principles.) Problem solving techniques.) Strategic planning.) Public relations, public speaking, and business writing skills.) Team building techniques and principles.) Principles of administration, supervision, and training.) Principles of statistics and analysis. |
|---|

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">) Learn collective bargaining agreements and SacRT's rules, policies, and procedures) Perform basic analysis and research, as well as benchmarking and interpreting results.) Use critical thinking skills.) Use correct English usage, grammar and punctuation.) Use effective communication skills.) Make sound, independent decisions.) Make presentations.) Work beyond normal work hours.) Be available on an On-Call basis.) Learn to provide technical support for telephone system. |
|---|



OVERALL PHYSICAL STRENGTH DEMANDS:

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

Sedentary	Light	X	Medium	Heavy	Very Heavy
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 Continuously <small>2/3 or more of the time.</small>	F Frequently <small>From 1/3 to 2/3 of the time.</small>	O Occasionally <small>Up to 1/3 of the time.</small>	R Rarely <small>Less than 1 hour per week.</small>	N Never <small>Never occurs.</small>
--	--	--	--	--

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	Making presentations, observing work site, observing work duties, communicating with co-workers
Sitting	F	Desk work, meetings
Walking	F	Around work site
Lifting	O	Supplies, equipment, files
Carrying	O	Files
Pushing/Pulling	O	File drawers, tables and chairs
Reaching	R	For supplies, for files
Handling	F	Paperwork, monies
Fine Dexterity	C	Computer keyboard, telephone keypad, calculator
Kneeling	R	Filing in lower drawers, retrieving items from lower shelves/ground
Crouching	O	Filing in lower drawers
Crawling	N	
Bending	O	Filing in lower drawers
Twisting	O	From computer to telephone
Climbing	R	Step stools
Balancing	R	On step stools
Vision	C	Reading, computer screen, observing work site
Hearing	F	Communicating via telephone/radio, to co-workers/public
Talking	C	Communicating via telephone/radio, to co-workers/public
Foot Controls	R	Driving
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Telephone, fax machine, calculator, copier, photo ID equipment, digital camera, cash register, vehicle, computer and associated hardware and software.



ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
--------------------------	------------------------	--------------------------	--------------------	-------------------

D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
-------------------	--	---	------------------------	-------------------

-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
---	---	---	-----------------------------------

-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	O
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	O
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	O
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.



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.

CLASS HISTORY

Adopted: 09/2001
Revised: 01/2018
Title Change:
Maintenance
Update:
Abolished:
Job Key: 41000046