



Title: Manager, Customer Advocacy

FLSA Status: Exempt

BRIEF DESCRIPTION:

The purpose of this position is to oversee and manage the Connect Card Regional Service Center, Parking program adjudications and all Customer Advocacy program activities of SacRT. This is accomplished by resolving issues with customers, addressing and resolving ADA and Title VI complaints, establishing, reviewing and implementing policy and procedures, analyzing data, tracking and reporting information, preparing and monitoring department budget, and managing and directing staff. 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	(L) Light	(M) Medium	(H) Heavy	(V) 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.

#	Code	Essential Functions
1	L	Directs the activities of the Customer Advocacy department by monitoring staff performance, reviewing workloads, monitoring customer advocacy calls and providing feedback, resolving employee issues and grievances, determining individual performance goals, providing training to new employees, tracking unit expenditures and assisting in development of department budget, implementing improvements, and taking corrective actions to ensure quality customer service. Reviews programs, policies and procedures by evaluating complaints, investigating and obtaining information, reviewing and making independent judgment on appropriateness of resolutions, organizing cases to allow favorable decisions, developing methods or procedures related to programs or policies, maintaining or developing administrative guidelines, manuals, and materials, and working closely with internal departments to facilitate timely responses to customer complaints/resolution.
2	L	Oversees SacRT’s Complaint Policy as it relates to complaint management. This includes tracking and reporting information by monitoring status of passenger complaints to ensure resolution and written response from designated department investigator, analyzing passenger complaints to determine potential patterns of violations, service reliability issues, and quality of service issues, reviewing and entering passenger complaints into department database, generating and providing complaint status reports, developing, recommending and implementing corrective actions, and coordinating with other departments to resolve complaints and analysis of trends.



3	L	Manages the citation process and all adjudications for SacRT’s Parking Program and any billing concerns for customers utilizing the system to purchase daily and/or monthly parking. Works directly with vendors to ensure quality customer service and to develop/launch products that are well designed and convenient for SacRT customers.
4	L	Provides public information services by representing the department and SacRT at various meetings within SacRT and with external groups on customer advocacy issues, responding to complaints and requests for information in writing, over the telephone, and in person, and enhancing quality and responsiveness to complaints.
5	L	Participates in SacRT’s employee grievance procedure for non-compliance of ADA requirements.

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, 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 customer service, complaint management, or working with persons with disabilities, including two (2) years of supervisory experience in a customer service environment.
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 duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. 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	Advanced – Ability to write editorials, journals, speeches, manuals or critiques. Ordinarily, such education is obtained in at the college level or above. However, may be obtained from experience and self-study.
Certification & Other Requirements	

KNOWLEDGE	
	<ul style="list-style-type: none"> • Intermediate statistical analysis, including methods and techniques of tracking, recording, and presenting statistical data. • General methods of tactful public communication. • Principles and practices of customer service. • Principles of supervision and motivation theory. • Correct English usage and grammar. • Public relations methods. • Conflict resolution methodologies. • Current customer relations techniques. • Customer service strategies and benchmarking. • Goal setting principles. • Public relations, public speaking, and business writing skills. • Team building techniques and principle

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"> • Work in a fast-paced environment, prioritize work and meet critical deadlines. • Effectively identify appropriate department responsibility for responding to customer complaints. • Establish and maintain effective working relationships with others. • Present a positive image of SacRT. • Handle all internal and external contacts with courtesy, diplomacy, and tact. • Read, analyze, and interpret SacRT policies, including SacRT’s policy on provision of service to elderly and disabled passengers. • Write reports, business correspondence, and procedure manuals. Effectively present information and respond to questions from groups, managers, customers, and the general public. • Analyze customer complaint and comment data in order to identify trends, issues, or opportunities, including the preparation of complex reports. • Effectively identify appropriate department responsible for responding to the customer complaint. • Educate SacRT personnel on issues, trends, or opportunities identified through the customer



compliant process.

- Promote awareness and collaborate effectively with management regarding issues related to passengers with disabilities and the elderly.
- Deal with difficult people and situations.
- Resolve conflict and collaborate on solutions to enhance customer service.
- Learn system processes related to department and job.
- Learn, analyze, interpret and apply laws, rules, and regulations relating to the Americans with Disabilities Act (ADA).
- Review and understand SacRT's collective bargaining agreements
- Maintain accurate records and files.
- Learn collective bargaining agreements and SacRT's rules, policies, and procedures



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	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	Making presentations, observing work duties, communicating with co-workers
Sitting	F	Desk work, meetings
Walking	F	To other departments/offices, around work site
Lifting	O	Supplies, equipment, files
Carrying	O	Supplies, files
Pushing/Pulling	O	File drawers, tables and chairs
Reaching	O	supervises personnel and oversees customer advocacy activities.
Handling	F	Paperwork
Fine Dexterity	C	Computer keyboard, telephone keypad
Kneeling	O	Filing in lower drawers, retrieving items from lower shelves/ground
Crouching	R	Filing in lower drawers, retrieving items from lower shelves/ground
Crawling	N	
Bending	O	Filing in lower drawers, retrieving items from lower shelves/ground
Twisting	O	From computer to telephone
Climbing	R	Stairs
Balancing	N	
Vision	C	Reading, computer screen
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:



Fax machine, copier, telephone, printer, TTY, vehicle and 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	N
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	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	R
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.

CLASS HISTORY:

Adopted: 01/2018
Revised:
Title Change: From: Customer Advocacy Supervisor
Maintenance
Update:
Abolished:
Job Key: 60006267