

**January 20, 2012**

**RECRUITMENT ANNOUNCEMENT**

**SALEM AREA MASS TRANSIT DISTRICT  
CUSTOMER SERVICE SUPERVISOR**

**First Review: February 17, 2012**

**Open until filled.**

**JOB SUMMARY:**

Under the general direction of the Director of Transportation Development, Performs a wide variety of moderately complex duties supervising the Customer Service Department.

**ESSENTIAL JOB FUNCTIONS:**

Supervise a team of customer service representatives: provide necessary training; prepare work schedules and assign work; monitor performance to assure compliance with District policies and procedures; provide recognition for good work; provide corrective counseling and take corrective action as needed; conduct performance evaluations; recommend terminating if necessary.

Provide and monitor the provision of information to customers regarding routes, schedules, fares, marketing promotions, and other passenger transit information.

Administer the sale and distribution of passes and other fare media; process Special Citizen Pass applications; responsible for the cash management of the department.

Handle customer complaints and recommend corrective services/actions to adjust customer complaints.

Assist in developing customer service and marketing policies.

Assist in establishing departmental safety and security procedures and enforces these procedures to reduce or minimize departmental safety and security risks.

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Ensure adequate supply of bus schedules and service schedule racks at outlying points.

Establish and maintain department files and record keeping procedures.

Assist in developing and staffing outreach programs to educate the community about the value of transit and how to make use of transit services.

Ensure the proper processing and maintenance of customer lost and found items.

Coordinate field trips for schools.

Provide assistance and support to the Director of Transportation Development as needed by working on special projects or committee assignments.

**REQUIRED KNOWLEDGE, ABILITIES AND SKILLS:**

Considerable knowledge of customer service techniques and procedures.

Considerable knowledge of the Salem-Keizer area.

Considerable knowledge of security procedures for cash and materials having monetary value.

Considerable knowledge of administrative and supervisory practices.

Considerable skill in leading and working constructively with subordinate staff, and effectively supervising staff.

Ability to communicate complex subjects and sensitive information, both orally and in writing, in a clear, concise, and logical manner.

Ability to interact with other employees and the general public using courtesy, tact, and good judgment and to act as a positive representative of the District.

Ability to work cooperatively with others, be respectful of co-workers, promote teamwork.

Ability to collect, analyze, and interpret data and recommend sound policies and practices based on that data.

Ability to maintain confidential information.

Ability to be self-starting and proactive.

Ability to produce quality work while meeting time and budget commitments.

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Ability to perform the job functions in a safe manner.

Considerable skill in using personal computers and Windows based word processing applications.

Considerable skill in operating a telephone using a clear, well-modulated voice and good diction.

Considerable skill in handling cash and recording sales in an accurate manner.

**REQUIRED EDUCATION AND EXPERIENCE:**

High school diploma supplemented by college level course work communications, business, public administration or related field and four years customer service experience including one year experience in a supervisory capacity

**OR**

Any satisfactory equivalent combination of related experience and training which provides required knowledge, abilities, and skills.

**SPECIAL REQUIREMENTS:**

Valid Oregon Class C Driver's License and a driving record which demonstrates adherence to safety principles and traffic laws and regulations.

No criminal conviction which may, in the sole judgment of the District, constitute a threat to property or the safety of others.

**WORKING CONDITIONS:**

Usual office working environment. However, office is adjacent to bus terminal area so there is exposure to bus noises and fumes. There is also extensive exposure to the general public and special needs individuals and groups.

Some travel required.

**COMPENSATION:**

SALARY RANGE \$49,612 - \$64,567, DOQ plus excellent benefits package.

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The above statements are intended to describe the general nature and level of work being performed by an employee assigned to this classification. This description does not include other occasional work that might be assigned which would be similar, related, or a logical assignment to the position.

**To apply, please submit all of the following:**

1. Completed Application,
2. Cover letter describing interest in this position, and
3. Responses to the following requested supplemental information. Please limit your response to each question to no more than half a page.
  - a. Working in customer service has its high points and its challenging days. What things have you done to promote a positive environment during difficult situations?
  - b. Describe a time when you went outside the rules to meet a customer's needs. Why did you choose to do so and how did it work out?
  - c. Please describe your experience in supervising employees in a customer service role.

**To request District application materials:**

- ❖ On-Line: You may download application materials in Microsoft Word format (.doc) from Salem Area Mass Transit's District Employment page. Refer to specific current job opportunity of interest for application materials. Website: [www.cherriots.org](http://www.cherriots.org)
- ❖ In Person: At 925 Commercial St SE Suite 100 Salem OR 97306. Our office hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday.
- ❖ By Telephone: Call our Human Resources Division at 503-588-2424. Application materials will be sent via U.S. Mail. Our office hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday.
- ❖ By U.S. Mail: Our mailing address is Salem Area Mass Transit District, Human Resource Division, 925 Commercial St SE Suite 100 Salem, OR 97302

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❖ **SUBMIT TO:** Salem-Keizer Transit District  
Human Resources Division  
925 Commercial St SE Suite 100  
Salem, OR 97302

OR

[recruitment@cherriots.org](mailto:recruitment@cherriots.org)

Faxes or resumes in lieu of original official District application form not accepted. Applications may be submitted in person, by e-mail or by mail; however, Salem-Keizer Transit District is not responsible for lost or delayed mail. Applications sent via email must be signed.

**AN EQUAL OPPORTUNITY EMPLOYER**

**NOTE: Under the provisions of the Immigration Reform and Control Act of 1986, Salem-Keizer Transit District will require any person hired or rehired to provide evidence of identity and eligibility for employment.**