



**Is accepting applications for the position of:**

**CUSTOMER SERVICE REPRESENTATIVE (PART-TIME)**

**18 Hours per week**

**Salary Range: \$15.00 - \$22.00 per hour**

**Final Filing Date: Friday, July 19, 2013**

**Tentative Oral Board Date: Thursday, July 25, 2013**

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**SUMMARY OF RESPONSIBILITIES:**

The **Customer Service Representative** is responsible for providing high-quality customer service to the general public via telephone, events, employers and other community outreach. The Customer Service Representative will be responsible for providing commute alternative information for Solano and Napa using multi-line telephones and other commuter databases. The Customer Service Representative is responsible for supporting the Solano Napa Commuter Information program. As new or unusual situations arise, the position receives instruction and assistance from lead staff members who are fully aware of the operating procedures and policies within the work unit.

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Department: Transit and Rideshare Services/Solano Napa Commuters Information (SNCI)  
Reports to: Program Manager

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**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Be a knowledgeable resource for a wide range of alternative transportation information: carpooling, vanpooling, bus, ferry, rail, bicycling, and walking
- Be familiar with the Solano, Napa, Bay Area, and Sacramento transit regions; Refer to transit maps and schedules, street maps, and other specialized materials to assist clients on a daily basis
- Interact with private and public organizations cooperatively
- Provide and disseminate commute alternative information to public
- Assist with set-up of event promotions including staffing, displays and materials
- Communicate with commuters and counsel them on their commute options; complete customer service follow-up calls; and route client calls appropriately
- Apply strong customer service skills in a professional manner on day-to-day interactions
- Coordinate trip planning, carpool/vanpool, and emergency ride home requests, process into database
- Monitor and maintain transit material inventories; display racks and mailings
- Prepare reports, manage and update files in Word, Excel, Access, and possibly other applications
- Provide assistance to the Program Manager, SNCI staff, and other STA staff as needed
- Build and maintain positive working relationships with co-workers, other Agency employees, and the public using principles of good customer service and leadership
- Perform related duties as assigned

**QUALIFICATION REQUIREMENTS:**

Given the issues and priorities facing the Transit and Rideshare Services/SNCI Program, the incumbent must be a motivated self-starter with excellent customer service and organizational skills, a flexible team player with a positive attitude, and the ability to communicate effectively and develop cooperative relationships with commuters and other clients.

**EDUCATION and/or EXPERIENCE:**

Any combination of education and experience that would likely provide the required knowledge and abilities as listed below is qualifying. A professional way to obtain the required knowledge and abilities would be a high school diploma with a minimum of two years of customer service, sales, or outreach experience. Some college preferred. Bilingual in Spanish is a plus.

**KNOWLEDGE, SKILLS, and ABILITY:**

In addition to the education and experience described above, the position requires:

- Ability to work diplomatically with a wide range of individuals
- A strong communicator (both oral and written)
- Self-motivated and problem-solver
- Refer to maps, routes, and other specialized materials to assist clients on a daily basis
- Strong work ethic, goal-oriented
- Apply strong customer service skills in a professional manner to day-to-day interactions
- Input and process database, track activities and prepare regular activity reports
- Able to work with and complement existing staff
- Flexible, unbiased and a person of high integrity
- Proficient in Microsoft Word, Excel, and PowerPoint
- Ability to learn specialized software

**PHYSICAL DEMANDS:** While performing this job, the employee is regularly required to sit for extended periods of time; may require walking for short periods; may require occasional bending, stretching, reaching, twisting, kneeling, squatting, and extension of the arms; reach at and above shoulder level; generally inside work with occasional outside work with exposure to weather, odors, dust and pollen; lifting and/or carrying of light to moderate equipment/supplies; hand and finger dexterity sufficient to operate computer keyboard for extended periods of time. This classification also emphasizes speech, hearing and vision; ability to see well enough to read handwritten and typed documents and view computer monitors for extended periods of time; ability to hear well enough to communicate on the telephone and in person over office noise; ability to speak well enough to be easily understood over the telephone and in public meetings; ability to comprehend at the level required for the job. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Able to travel to and function at scheduled external meetings and events as well as work variable hours on occasion (evenings and weekends). Able to lift 20 pounds, drive a van and handle event equipment.

**DRIVING REQUIREMENTS:** Driving of personal and STA vehicles is necessary as many meetings and other job-related activities will be out of the STA offices. Use of a personal vehicle is reimbursed in accordance with IRS mileage regulations. Proof of insurance of personal vehicles is required and must be maintained during employment with STA. The hire for this position must have a valid California Class C driver's license and have a satisfactory driving record such that the employee is eligible for coverage by STA's insurers. All new hires will be subject to an initial DMV "pull notice" check and, following employment, annually thereafter.

**APPLICATION PROCESS:**

A completed Solano Transportation Authority (STA) Employment Application must be received by Human Resources at One Harbor Center, Suite 130, Suisun City, CA 94585 by **5:00 p.m., Friday, July 19<sup>th</sup>, 2013**. Additional information regarding the application and job description can be found online at [www.sta.ca.gov](http://www.sta.ca.gov). Application packets may also be requested in-person at the address below. Resumes **will not** be accepted in lieu of a completed application packet.

**SELECTION PROCESS AND TENTATIVE SCHEDULE:**

The current recruitment is for two (2) part-time positions with the potential of additional positions in the future. All applications will be reviewed for minimum qualifications and only the best qualified will be invited to continue in the examination process. The **Oral Board is tentatively scheduled on Thursday, July 25<sup>th</sup>, 2013, 2013**, with department interviews scheduled for the week of July 29<sup>th</sup>, 2013. An eligibility list will be created for future openings. The hiring of a successful candidate is contingent on passing a background check and the DMV “pull notice” check.

**OTHER IMPORTANT INFORMATION:** It is important that your application show all the relevant education and experience you possess. Applications may be rejected if incomplete or not signed. **Resumes submitted in lieu of an application will not be accepted.** If you believe you may need accommodations during the examination process, please contact Human Resources at (707) 424-6075. Requests for accommodations must be received no later than five (5) calendar days after the final filing date for the recruitment.

\* If the recruitment requires documents to be submitted with your application (certifications, DMV printout, etc), these can be submitted in one of several ways: 1) faxed to the HR Department at (707) 424-6074, or 2) delivered/mailed to the Solano Transportation Authority Attn: Human Resources, One Harbor Center, Suite 130, Suisun City, CA 94585 or 3) emailed to [humanresources@sta-snci.com](mailto:humanresources@sta-snci.com).