



Is accepting applications for the position of:

CUSTOMER SERVICE REPRESENTATIVE (PART-TIME)

18 Hours per week

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

THIS POSTING COULD CLOSE WITHOUT NOTICE WHEN A SUFFICIENT NUMBER OF APPLICATIONS ARE RECEIVED. IF YOU ARE INTERESTED IN THIS EMPLOYMENT OPPORTUNITY, YOU ARE ENCOURAGED TO APPLY IMMEDIATELY.

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 Napa and Solano using multi-line telephones and other commuter databases. The Customer Service Representative is responsible for supporting the Solano-Napa Commuter Information division. The position receives instructions and assistance from lead staff members as new or unusual situations arise and they are fully aware of the operating procedures and policies within the work unit.

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

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Be a knowledgeable resource for a wide range of alternative transportation information: carpooling, vanpooling, bus, ferry, rail, bicycling, and other modes
- 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 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 submitted to Human Resources at One Harbor Center, Suite 130, Suisun City, CA 94585. **THIS POSTING COULD CLOSE WITHOUT NOTICE WHEN A SUFFICIENT NUMBER OF APPLICATIONS ARE RECEIVED. IF YOU ARE INTERESTED IN THIS OPPORTUNITY, YOU ARE ENCOURAGED TO APPLY IMMEDIATELY.** Additional information regarding the application and job description can be found online at www.sta.ca.gov.

Application packets may also be requested in-person at the above address. Resumes **will not** be accepted in lieu of a completed application packet. Applications 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 (this option is available through the 'submit' button at the bottom of the online application).

SELECTION PROCESS AND TENTATIVE SCHEDULE:

All applications will be reviewed for minimum qualifications and only the best qualified will be invited to continue in the examination process. STA is currently looking to fill three (3) part time positions. The examination process may consist of a written exam (pass/fail), a practical exam and/or an oral interview. 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. **Resumes submitted in lieu of an application will not be accepted.** Applications may be rejected if incomplete or not signed.

If you believe you may need accommodations during the testing process, please contact Human Resources at (707) 424-6075.