



POSITION ANNOUNCEMENT CUSTOMER SERVICE REPRESENTATIVE

POSITION Customer Service Representative

PROPOSED SALARY RANGE \$40,000 - \$60,000

OVERVIEW This Customer Service position is responsible for all aspects of providing customer support to current and potential passengers. The ability to interact with all departments of the SJRRC to communicate up-to-date activity as it relates to train travel and passenger needs.

STATUS Non-Exempt

Position Description

Under general supervision, the Customer Service Department serves as the pipeline of information between the Rail Commission and its customers. The Customer Service Representatives are required to rotate through all the train shifts between 4:00am and 9:00 pm, and also rotate periodically through other departments for familiarization with the agency programs and processes. Customer Service Representatives coordinates the ACE information booths at Employer Job and Transit Fairs and assists in information distribution and outreach to the communities.

Position Duties

- Respond to phone, email and onsite questions regarding train schedules, ticket sales and locations, shuttle services, trip planning, lost and found, riders needing special assistance, and other general Rail Commission information.
- Route specialized inquiries to specific departments or personnel.
- Track and summarize comments, suggestions and complaints, and ensure follow-up.
- Provide information to passengers for promotional programs and incentives and assist in tracking these programs.
- Prepare and mail out informational packets.
- Perform ticket sales and submit reconciliation reports.
- Assist with the planning and implementation of passenger appreciation events.
- Staff information booths at transit fairs, job fairs and other events to increase rail ridership.
- Assist with special trains, special events or special projects as assigned.
- Performs other duties as required.

Minimum Qualifications

Education and Experience

Any combination of education, training and experience which provides the skills, abilities and personal characteristics to perform the duties of the position. Sample combinations include;



- Graduation from high school (completion of the twelfth grade) or the equivalent, AND,
 - 12 units or more in college-level, business, transportation or communications course work,
- AND,
- Five years of general office experience, including at least two years of customer service, outreach or administrative activities.

Knowledge of

Candidate will have a **general** knowledge of:

- Basic strategies for successful interactions with customers
- Customer recruitment and retention practices
- Basic phone system operation
- Website navigation, basic modern computer equipment and related software applications
- Database applications for tracking customer requests, suggestions, complaints
- Self-assessment methods to improve performance and communication style

Ability to

- Multi task ticket sales, phone calls and information requests under tight time constraints
- Accurately account for revenues received and tickets allotted
- Measure progress of programs against the overall Department Goals
- Professionally handle customer complaints and diffuse difficult situations
- Communicate effectively with customers and other staff, both verbally and in writing
- Establish and maintain effective working relationships with co-workers and managers

Bilingual in Spanish highly desired

Physical and Mental Requirements

MOBILITY – Frequent operation of keyboards, sitting for extended periods of time, standing for long periods, walking, pushing/pulling, bending, squatting, driving, climbing stairs or other objects; occasional crawling;

LIFTING – Frequently 5 – 30 pounds or less; occasionally 30 – 70 pounds; occasionally restraining, lifting/turning heavy objects;

VISION –Frequent reading and close-up work; normal hand eye coordination;

DEXTERITY – normal dexterity with frequent writing and repetitive motion;

HEARING/TALKING – Frequent hearing and talking on the telephone and in person;

EMOTIONAL/PSYCHOLOGICAL – Frequent public contact and decision making;

SPECIAL CONDITIONS – may be exposed to dust and varied outdoor conditions; may require occasional overtime, weekend or evening work.

Benefits Package

GENERAL BENEFITS

Choice of PPO or HMO plans. 100% employee coverage, 70% dependent coverage
 Vision, dental, and life insurance programs
 Agency contribution equivalent of 15% of employee’s base salary to a defined contribution plan (401(a)); five-year vesting program.
 Sick leave accrued at 12 days per year



SAN JOAQUIN
REGIONAL
RAIL COMMISSION



San Joaquin
Joint Powers Authority



Vacation leave accrued starting at 10 days per year
10 observed holidays
Floating holidays accrued at four days per year
Optional deferred compensation program (457)

Selection Process

Applicants that best match the requirements of the position will be invited to an initial interview. Applicants successful in the initial interview may be asked to return for additional interviews as warranted.

To Apply

Interested applicants must submit both a resume and an SJRRC application for employment by email to acejobs@acerail.com, fax to (209) 944-6245, or mail to:

San Joaquin Regional Rail Commission
Attn: Human Resources
949 East Channel Street
Stockton, CA 95202

Applications can be downloaded from the ACE website or picked up at the above address. SJRRC is an Equal Opportunity Employer. For more information about SJRRC and ACE, visit www.acerail.com.