

JOB OPENING ANNOUNCEMENT

Apply On-line at <https://www.samtrans.com/jobs>

Employment Hotline 650-508-6308

March 31, 2023

TITLE: Director, Customer Experience
EMPLOYMENT TYPE: Exempt (Full-Time)
DIVISION: Communications Administration
APPLICATION DEADLINE: **Sunday, April 30, 2023**
PAY RANGE: **\$3,171.00 - \$4,756 weekly (\$164,907 - \$247,361 estimated annual)**
WORK LOCATION: San Carlos, CA

JOB SUMMARY: The Director of Customer Experience is responsible for directing and/or enhancing all customer communications and experience initiatives for the San Mateo County Transit District (SamTrans), the Peninsula Corridor Joint Powers Board (Caltrain), the San Mateo County Transportation Authority (TA), and the 101 Express Lanes Joint Powers Authority (JPA).

EXAMPLES OF ESSENTIAL FUNCTIONS:

- Develops and directs comprehensive, customer-focused strategic plans that enhance overall customer experience/communications for all agencies.
- Analyzes and interprets survey data to inform the programmatic development of customer experience initiatives.
- Thinks outside the box to surprise and delight customers.
- Works cross functionally to recommend, guide, and execute on customer experience and assist with outreach projects.
- Directs and develops Customer Service Center operations.
- Directs materials distribution; courier services; and vendor contracts.
- Directs and develops use of customer communications tools including but not limited to Customer Relationship Management (CRM) software.
- Oversees customer information databases in concert with the Digital Communications team.
- Supervise staff. Hire, mentor, train, coach, and take appropriate corrective and/or disciplinary action. Ensure EEO policies and procedures are followed. Participate in selection of staff. Coordinate staff training and professional development. Establish performance objectives. Monitor and evaluate employee performance.

EXAMPLES OF DUTIES:

- Develop, implement, and monitor programs to ensure customer satisfaction.
- Maintain awareness of new customer experience trends and developments related to Public Transit.
- Inform and advise the CCO/DCCO of ongoing customer experience issues, and make recommendations for resolution.
- Define customer experience metrics (goals, objectives, strategies, tactics)
- Report progress and provide indicators of improvement.
- Communicate service changes, service interruptions, relevant policies affecting customer behavior, new services, feedback opportunities, and general information to customers.
- Administer the collective bargaining agreement for represented employees in the Customer Experience business unit; handle and resolve grievances; and participate in contract negotiations.
- Evaluate job performance of staff which also includes the professional development of staff through the identification of on-the-job and other professional development opportunities.

- Perform all job duties and responsibilities in a safe manner to protect one's self, fellow employees, and the public from injury or harm. Promote safety awareness and follow safety procedures in an effort to reduce or eliminate accidents.
- Perform other duties as assigned.

SUPERVISION: Works under the general supervision of the Deputy Chief Communications Officer, who establishes goals and objectives and evaluates performance.

MINIMUM QUALIFICATIONS: Sufficient experience, training and/or education to demonstrate the knowledge and ability to successfully perform the essential functions of the position. In lieu of a degree, work-related experience that demonstrates the skills and experience necessary to perform this role will be accepted. Development of the required knowledge and abilities is typically obtained through but not limited to:

- Bachelor's degree in Communications, Business Administration, or a closely related field.
- Seven (7) years of full-time, progressive work in customer service and/or customer experience.
- Three (3) years of management experience.

PREFERRED QUALIFICATIONS:

- Master's degree in communication management or related field.
- Experience with project management and/or PMP certification.
- Experience with digital transformation efforts.
- Highly developed communications skills.

SELECTION PROCESS MAY INCLUDE: The process will include a panel interview and may include written and skills test assessments or supplemental questions. Only those candidates who are the most qualified will continue in the selection process. Meeting the minimum qualifications does not guarantee an invitation to continue in the process.

CURRENT EMPLOYMENT BENEFITS AT SAMTRANS:

For additional information on SamTrans benefits, please visit, <https://www.samtrans.com/jobs>

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| Holidays: | Seven (7) paid holidays, plus up to four (4) floating holidays per year |
| Paid Time Off: | Up to 26 days per year |
| Cafeteria Plans: | Medical, dental, vision care, group life insurance and more |
| Transportation: | Free Bus Transportation for employees and qualified dependents |
| Work Location: | Select positions are eligible to work remote up to 50% of the time |
| Pension: | Social Security and California Public Employees Retirement Systems (CalPERS) <ul style="list-style-type: none"> • Classic Members – 2% @ 60 benefit formula, 3 year average of highest compensation • New Members – 2% @ 62 benefit formula, 3 year average of highest compensation |

HOW TO APPLY:

- To apply, please visit the <https://www.samtrans.com/jobs>. Complete an online employment application by 11:59 p.m. on **Sunday, April 30, 2023**. A resume will not be accepted in lieu of the application. Incomplete applications will not be considered.
- The Human Resources Department will make reasonable efforts in the recruitment/examination process to accommodate applicants with disabilities upon request. If you have a need for an accommodation, please contact the Human Resources Department at (650) 508-6308 or email written request to recruitment@samtrans.com.
- SamTrans celebrates diversity and is committed to creating an inclusive and welcoming workplace environment. We are an Affirmative Action/Equal Opportunity Employer. Minorities, Women, Persons with Disabilities and Veterans are encouraged to apply.