

JOB OPENING ANNOUNCEMENT

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Employment Hotline 650-508-6308

January 19, 2024

TITLE: Customer Relations Specialist
EMPLOYMENT TYPE: Non-Exempt (Full-Time)
DIVISION: Accessible Transit Services
APPLICATION DEADLINE: Sunday, February 11, 2024
PAY RANGE: \$26.09 - \$42.86 hourly (\$54,279 - \$89,167 estimated annual)
WORK LOCATION: San Carlos, CA

JOB SUMMARY: The Customer Relations Specialist is responsible for assisting with the administration of paratransit customer programs for paratransit bus service (Redi-Wheels and RediCoast), fixed route bus service (SamTrans), and commuter rail service (Caltrain).

EXAMPLES OF ESSENTIAL FUNCTIONS:

- Answer questions and educate customers and the public about SamTrans paratransit and fixed-route services and policies. Answer questions about Caltrain commuter rail and other transportation services in San Mateo County.
- Log, track, and review investigations of customer comments for District transit services.
- Monitor and enforce customer compliance with paratransit service policies, programs, and procedures.
- Maintain and update paratransit applicant information into databases for service scheduling, inter-agency service, and the eligibility file.
- Administer the paratransit eligibility appeals process and no-show appeals process.

EXAMPLES OF DUTIES:

- Follow up with paratransit providers regarding unresolved customer comments. Elevate complex, serious, or ongoing problems to Accessibility Coordinator.
- Make presentations at advisory committee meetings when needed and participate in community outreach activities.
- Participate in campaigns to educate customers on paratransit policies.
- Review customer applications and determine eligibility for the fare assistance program.
- Prepare reports by entering, tracking, recording and reporting data into automated database system or spreadsheet. Collect and compile data.
- Review paratransit data and conduct service quality reviews. Make recommendations for service improvements.
- Review and analyze customer input for ways to improve services.
- Assist with other functions within the Accessible Transit Services department, including assisting the Program Coordinator, Senior and Veteran Mobility.
- 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 Accessibility Coordinator, 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:

- High school diploma or General Equivalency Diploma (GED).
- Three (3) years of full-time customer service experience providing information to the public over the phone or in a direct customer service environment.
- Must have effective oral and written communication skills.

PREFERRED QUALIFICATIONS:

- Proficient with Microsoft Office Suite.
- Experience with the general public.

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>

Holidays:	Seven (7) paid holidays, plus up to four (4) floating holidays per year
Paid Time Off:	Up to 21 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, February 11, 2024**. 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.