



Is accepting applications for the position of:

**CUSTOMER SERVICE REPRESENTATIVE (PART-TIME)
18 Hours per week**

Salary Range: \$17.88- \$21.63 per hour

(Open continuously until filled)

Next Review Date: May 12th, 2021

Important Note: 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.

STA will establish a certified eligibility list for future openings for this position.

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 STA Program 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.

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 Director of Programs, 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 STA Programs division, 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 key board 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.

APPLICATIONPROCESS:

A completed Solano Transportation Authority (STA) Employment Application must be submitted as directed below.

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Additional information regarding the application and job description can be found at <https://sta.ca.gov/work-with-sta/employment-opportunities/>. Application packets may also be requested in-person at the address below or by calling (707) 424-6075. Resumes **will not** be accepted in lieu of a completed application packet.

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 recruitment process. **Although applications are accepted continuously, the next application review will be May 12th, 2021. In addition, during this time of CoVid 19, the interview process will be done virtually or within CoVid guidelines as needed.**

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. In the event that the agency does not receive a sufficient number of qualified applicants, this position may be reopened. Applicants will be notified upon that determination, and included in the screening process at that time.

If you believe you may need accommodations during the recruitment 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.