



NOW HIRING for Customer Service Representative (CSR)

Hourly Rate: \$19.27 - \$23.32

(3% COLA Pending July 1, 2024)

Part Time (PT) - 18 Hours per Week

OPEN CONTINUOUSLY UNTIL FILLED

This posting could close without notice when a sufficient number of applications are received. Candidates are encouraged to apply early in the process for optimal consideration.

Complete application packet will be reviewed on a weekly basis.

TO APPLY:

To apply for this opportunity, please visit the STA website and download an application at:

<https://sta.ca.gov/work-with-sta/employment-opportunities/>

Complete application packets **must include** a cover letter, resume, and application. As an alternative, you can mail or submit in person the completed application materials to:

**Attn: Human Resources
Solano Transportation Authority
423 Main Street,
Suisun City, CA 94585**

Incomplete application will not be considered.

This recruitment will remain open until filled; however, candidates are encouraged to apply early in the process for optimal consideration.

THE OPPORTUNITY:

Under the direction of the Programs Division Services Manager or designee, the CSR is responsible for:

- Providing high-quality customer service to the general public via telephone, customer service window, events, employers and other community outreach.
- Providing commuter and mobility alternative information for Solano using multi-line telephones and commuter databases.
- Supporting the STA Programs Department;
- The CSR receives instructions and assistance from lead staff members as a new or unusual situations arise, and they are fully aware of the operating procedures and policies within the work unit.
- Perform related work as required.

MISSION STATEMENT:

"To improve the quality of life in Solano County by delivering transportation projects to ensure mobility, travel safety, and economic vitality for all."



THE AREA:

Solano County is located in the northeast corner of the San Francisco Bay Area and is situated in close proximity to the Napa Valley and Sacramento region. Solano County benefits from mild winters and warm summers and is located conveniently close to recreational areas within and outside of Solano County. The STA's new office is located on the waterfront in Suisun City's historic and picturesque downtown. The office is located a short walk from a Capitol Corridor Train Station and two express bus lines with connections to the Bay Area and Sacramento.

THE ORGANIZATION:

The **Solano Transportation Authority (STA)** was created in 1990 through a Joint Powers Agreement (JPA) between the cities of Benicia, Dixon, Fairfield, Rio Vista, Suisun City, Vacaville, and Vallejo and the County of Solano to serve as the County Transportation Authority (CTA) for Solano. As the CTA for the Solano area, the STA partners with various transportation and planning agencies, such as the Metropolitan Transportation Commission (MTC) and Caltrans District 4.

The STA is responsible for countywide transportation planning, programming transportation funds, managing and providing transportation programs and services, delivering transportation projects, and setting transportation priorities, and services as the Consolidated Transit Service Agency (CTSA) for Solano County. The STA uses an open and inclusive public involvement process through various committees made up of local elected officials, public works directors, transit operators, and interested citizens.

The STA is committed to continually improving Solano County's transportation system so that our residents have easy access to jobs, schools, shopping, medical appointments and essential services. To that end, the STA – working with each of the cities and the county – plans for, funds, manages and delivers a wide array of programs designed to keep Solano moving. While delivering transportation projects to ensure mobility, travel safety, and economic vitality is the STA's mission, preserving and improving the quality of life enjoyed by Solano County residents underscores all that we do.



THE IDEAL CANDIDATE WILL HAVE:

- Ability to work diplomatically and patiently with a wide range of individuals.
- A strong communicator (both oral and written).
- Self-motivated and problem-solver.
- Ability to 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 information, 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 Google Docs.
- Ability to learn specialized software.
- Ability to learn and share detailed information about multiple programs.
- Ability to work in fast-paced, dynamic environment.

EXAMPLE OF ESSENTIAL 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, 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.
- Present program information to various public and private groups and committees.
- Interact with private and public organizations cooperatively.
- Provide and disseminate information to the public especially in support of People with Disabilities and Older Adults.
- Assist with and set-up event promotions including staffing, displays and materials.
- Communicate with commuters and advise 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 in day-to-day interactions.
- Coordinate trip planning, carpool/vanpool, and emergency ride home requests, process into databases.
- Monitor and maintain transit material inventories and mailings.
- Prepare reports, manage and update files in Word, Excel, Google Docs, and other applications.
Process cash/credit card transactions such as transit passes, clipper cards and promotional incentives.
- Provide assistance to the Director of Programs, Program Services Division Manager 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.

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.

QUALIFICATIONS:

- 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 co-workers, commuters and other clients.



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.



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Or click the QR code:



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Resumes will be reviewed weekly.

SELECTION PROCESS:

All applications will be reviewed for minimum qualifications and only the best qualified will be invited to continue in the recruitment process.

The Solano Transportation Authority (STA) is an equal opportunity employer encouraging workforce diversity and is committed to ensuring that no person is excluded from participation in, denied the benefits of, or discriminated against under its hiring activities on the basis of race, color, creed, sex, gender, religion, marital status, registered domestic partnership status, age, national origin or ancestry, physical or mental disability, veteran status, sexual orientation, gender identity/ gender expression, or medical condition including genetic characteristics.

Title VI of the Civil Rights Act of 1964 provides protections against discrimination based on race, color and national origin; and 49 United States Code Section 5332 provides additional protections against discrimination based on religion, national origin, sex, disability, or age.

Employment at STA is at-will.

The information contained herein does not constitute either an expressed or implied contract, and these provisions are subject to change.

