

TRANSIT CUSTOMER SERVICE SUPERVISOR

CLASS DESCRIPTION

General Responsibilities:

This is responsible supervisory and administrative work in directing the programs of the Customer Service Center for Madison Metro Transit. The position plans, directs and oversees operation of the Customer Service Center, which provides telephone and email information about Metro Transit and Paratransit bus routes, schedules, and other service information to the public, accepts reports of service problems or irregularities, including complaints, and maintains records of reports; facilitates ride booking and transportation of passengers with disabilities and monitors services of subcontracted transportation agencies; and directs the reception front office staff in pass and ticket sales and Lost and Found operations. Work is characterized by exercise of independent judgment in supervising and scheduling assigned employees, including hiring, training, evaluation and discipline, and by the development and implementation of systems used for work processes. The work is performed under the general supervision of the Transit Marketing Specialist 2.

Examples of Duties and Responsibilities:

Supervise Customer Service Center and front office reception staff. Interview and recommend hiring of staff; develop, update and maintain training materials and operating procedures; monitor employee performance. Schedule and assign employees and monitor attendance.

Oversee day-to-day operations of the Customer Service Center and front office reception desk, resolve issues, respond to complaints and concerns, provide backup for staff and provide troubleshooting assistance for computer and phone systems.

Monitor Customer Service Center calls and provide feedback to staff; provide additional training as required. Lead and coordinate processes for email responses; receive, respond to and route emails.

Resolve Paratransit service and scheduling issues. Use scheduling software to schedule Paratransit rides, collect and report information on rides, and modify existing schedules. Work with agencies assisting developmentally disabled clients with transit issues. Monitor services provided by subcontracting agencies and work with them to resolve service delivery issues. Serve as member of Paratransit Operations Team.

Coordinate and attend staff meetings and provide procedure change information to staff. Assist with development of written policies and procedures. Develop or provide assistance in development of customer relations information and customer services.

Oversee reception area day-to-day activities, pass and ticket sales and Lost and Found policies and procedures. Manage customer walk-in complaints and concerns. Review and reconcile daily cash receipts by Receptionist and Customer Service Representatives.

Coordinate and oversee pass and ticket supplies. Conduct and reconcile monthly pass and ticket inventory.

Coordinate Ride Guide and map delivery to larger organizations and locations.

Perform related work as required.

QUALIFICATIONS

Knowledge, Skills and Abilities:

Thorough knowledge of the principles and techniques of large-scale call centers, employee supervision and customer service, and administrative processes and systems, including computer-based record keeping systems. Knowledge of customer service and office management practices and procedures. Knowledge of principles and practices of supervision. Working knowledge of related administrative principles and office practices. Ability to acquire a thorough knowledge of the laws, rules, regulations and administrative policies governing Madison Metro Transit operations. Ability to supervise customer service program and staff. Ability to prepare meaningful and concise reports. Ability to communicate effectively and creatively in oral and written forms. Ability to establish and maintain effective working relationships. Ability to deal tactfully and courteously with employees and the public. Ability to use computer applications (e.g., word processing, spread sheet, other record keeping programs) for work processes and reporting. Ability to monitor and perform financial record keeping and reconcile cash receipts and accounts. Ability to effectively address problems encountered by staff in use of computer and phone equipment. Ability to maintain adequate attendance.

Training and Experience:

Two years of responsible experience in a large-scale customer service call center, supplemented by leadership responsibility in that context. Such experience would normally be gained after graduation from high school and a two-year technical school program. Other combinations of training and experience which can be demonstrated to result in possession of the knowledge, skills and abilities of the position will also be considered.

Department/Division	Comp. Group	Range
Madison Metro Transit	44	05

Approved: _____
Brad Wirtz
Human Resources Director

Date