

April 8, 2019

TITLE: Director, Customer Experience
EMPLOYMENT TYPE: Exempt
DIVISION: Communications
APPLICATION DEADLINE: **Friday, May 3, 2019**
PAY RANGE: \$2,867 – \$4,300 per week (\$149,062 – \$223,592 estimated annual)
WORK LOCATION: 1250 San Carlos Avenue, San Carlos, California
WORK SCHEDULE: Full Time (Monday – Friday)

Job Summary The Director, Customer Experience reports to the Chief Communications Officer (CCO), and is responsible for customer-focused initiatives to enhance customer experience for the San Mateo County Transit District (SamTrans), the Peninsula Corridor Joint Powers Board (Caltrain), and the San Mateo County Transportation Authority (TA).

Examples of Essential Functions:

- * Direct the operation of the Customer Service Center, Reception area, and Consumer Reports process.
- * Lead efforts to coordinate across departments to plan and execute all customer-focused communications
- * Develop and implement comprehensive customer-focus strategy to enhance overall customer experience.
- * Lead interdepartmental Customer Experience Task Force(s) and liaise with external stakeholders to guide and recommend actions to improve customer experience.
- * Responsible for District's mail distribution, courier services, vendor contracts, and oversight of pool vehicles.
- * Supervise staff. Hire, mentor, 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 development related to Public Transit.
- Responsible for overseeing and leading the process to complete certain financial transactions that require direct customer communication including refunds and group sales.
- Inform and advise the CCO of ongoing customer experiences issues, and makes recommendations for their resolution.
- Define customer experience metrics, goals, and creates a dashboard to report progress and provide indicators of improvement.
- Responsible communicating service changes, service interruptions, relevant policies affecting customer behavior, new services, feedback opportunities, and general information to customers.
- Administer the collective bargaining agreement; 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 yourself, your fellow employees and the public from injury or harm.
- Perform other duties as assigned.

Supervision: Works under the general direction of the Chief Communications Officer, who establishes goals and objectives and evaluates performance.

Minimum Qualifications: Sufficient education, training, and experience to demonstrate the knowledge and ability to successfully perform the essential functions of the position. 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 years of full-time professional customer service management experience in public transportation.
- Three years' experience directly managing staff.

Other Qualifications:

- Must have experience with capturing and reporting "Customer Scorecards".
- Experience in a call center environment is desirable.
- Must communicate effectively, orally and in writing.

Selection Process May Include:

The process will include a panel interview and may include written and skills test assessments. 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. Selected candidate will be subject to background check.

Current Employment Benefits at SamTrans:

Holidays:	Seven paid holidays, plus up to five floating holidays per year
Time Off:	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
Retirement:	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:

- Apply online or complete a SamTrans Employment Application per instructions printed on the application.
- When completing the online application, please follow instructions on the Prospective Employee Reference Guide found at www.smctd.com/jobs.html. When completing the paper application, please specify the position for which the application is being submitted.
- Incomplete online or paper applications may be rejected even if you are qualified for the position for which you are applying. It is your responsibility to ensure that the online or paper application reflects the work experience and education needed to meet the requirements for the position(s) for which you are applying.
- Your completed application package must be received by the District's Human Resources Department by the specified deadline to receive consideration. Paper applications must be received by the Human Resources Department by 4:30 pm on the application deadline date. Online applications must be submitted prior to midnight on the application deadline date.

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 call (650)508-6308. SamTrans is an Equal Opportunity Employer Minorities/Women/Persons with Disabilities/Veterans