



NORTH TEXAS MOBILITY CORPORATION

**JOB TITLE:** Customer Service Manager

**DEPARTMENT:** Customer Service

**REPORTS TO:** General Manager

**JOB LOCATION:** DCTA Service Area

**LAST REVISION DATE:** 6/2020

**JOB TYPE:** Full-Time

**PAY TYPE:** Exempt

**HOURS:** Standard schedule, with nights, weekends, and holidays, as needed

**JOB SUMMARY:**

The Customer Service Manager is responsible for planning, organizing, and managing the day-to-day activities of the Customer Service Department, including supervising staff, monitoring security personnel, and researching and responding to reported problems relating to quality and/or the overall customer experience. This position implements and evaluates policies, procedures, and systems to ensure the highest quality of service is provided. The Customer Service Manager must be able to supervise, assign, monitor, and evaluate the work of assigned staff. This position requires an individual with excellent customer service skills, sound judgment, and professional ethics in a fast-paced, high-pressure service environment. Upholds the NTMC mission and vision and leads by example.

**JOB FUNCTIONS:**

***These duties are a general representation of the position; assignments may vary***

- Supervises staff, including prioritizing and assigning work, tracking attendance, and approving time-off requests; monitoring and evaluating performance; modeling behavior and providing coaching and training for essential customer service skills necessary; making hiring, termination, and disciplinary decisions and recommendations.
- Coordinates the activities of customer service staff including overseeing operations, monitoring call activity and quality; conducting audits; monitoring and enforcing compliance with performance standards, and overall contract requirements.
- Develops and establishes consistent guidelines, standards, and procedures to provide policy direction to the Customer Service team in order to address and resolve areas of concern.
- Establishes Customer Service metrics, monitors staff performance, identifies area of improvement, and implement solutions.
- Works with and discusses operational needs with law enforcement and contracted security personnel to provide security to operators and customers. Monitors security personnel performance and recommends changes as needed.
- Serves as a liaison to customers, external agencies, local jurisdictions, and community groups, and represents the agency in meetings with community partners.
- Collaborates with other departments in responding to customer concerns, operational issues, service planning, and communications.
- Responsible for researching and resolving customer complaints in a timely manner.
- Assists with preparing, administering, and monitoring the Customer Service departmental budget.
- Implements, oversees, and maximizes the use of systems and technologies for improved customer service efficiencies and effectiveness.
- Monitors and maintains ticket stock inventory.
- Monitors staff to ensure confidential information is being handled appropriately and within established rules and regulations. Creates and prepares detailed reports for compliance and reporting purposes.
- Oversees, monitors, audits, and ensures compliance with the Americans with Disabilities Act (ADA).
- Verifies daily demand-response scheduling meets operational goals to ensure National Transit Database passenger per hour requirements.
- Oversees cash handling procedures for ticket drawers cash drawers and daily deposits.
- Performs and oversees the Travel Training Program which provides specialized training to disabled individuals, social service agencies or individual requests in the use of public transportation.
- Manages the agency's customer relationship management system (GORequest) including, but not limited to: user management, training, system setup, and reporting. Obtains and examines all relevant information to assess validity of complaints and to determine possible causes in a timely and efficient manner.

- Coordinates timely and thorough responses to customer complaints/issues with other departments within the agency.
- Prepares and delivers trainings on the usage of the GOResult system agency-wide
- Maintains a comprehensive working knowledge of all services, policies and procedures.
- Maintains a positive, empathetic, helpful and professional attitude in every interaction, internal and external.
- Monitors DCTA's social media platforms such as Facebook and Twitter to perform the essential duties, including but not limited to: investigate and respond to customer questions and inquiries; provides resolution to customer complaints; responds to customer comments on 3<sup>rd</sup> party platforms, such as Yelp! and Trip Advisor websites
- Monitors agency- and customer-driven content on DCTA Wikipedia page
- Assists with DCTA's customer-service focused blog and social media content development and distribution.
- Assists with updates to DCTA's social media customer care documents as appropriate.
- Provides weekly and monthly customized University of North Texas (UNT) social media reporting.
- Provides GovDelivery monthly reports; provides additional weekly, monthly, bi-monthly, periodic reports and status updates as assigned.
- Assists with customer service surveys and data collection.
- Manages the pre-payroll process for department including but not limited to: approving vacation / sick requests and reviews department timesheets to ensure accuracy for payroll processing.
- Performs additional duties as assigned.

**REQUIREMENTS TO PERFORM WORK:**

***Essential Knowledge and Skills:***

- Ability to effectively and efficiently supervise and develop customer service staff.
- Ability to communicate effectively in both the written and spoken form; uses appropriate grammar, accurate spelling and punctuation when communicating through written form; communicates effectively with internal and external customers.
- Excellent organizational skills and time management to meet deadlines, and superior attention to detail.
- Ability to maintain effective working relationships with employees, managers and other departments, as well as customers.
- Knowledge of all applicable Federal, State, and local laws, rules, and regulations, including ADA
- Extensive knowledge of customer service principles and practices; ability to establish and maintain effective working relationships with customers, employees, management and the general public, including those from culturally diverse backgrounds, older adults, individuals with disabilities, and/or other vulnerable populations.
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- Knowledge of basic call management systems and telecommunications equipment.
- Knowledge of quality assurance auditing, investigation, and/or analysis experience required.
- Proficient computer skills in MS Office products.
- Bilingual in Spanish preferred but not required.
- Knowledge of social media platforms preferred.

**EDUCATION AND EXPERIENCE:**

- Bachelor's degree from an accredited college or university with major coursework in Business Administration, Public Relations, Community Relations or a customer service-related field, or an equivalent combination of education and experience.



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- Three (3) years of increasing professional responsibility in customer service or customer relations; including at least two (2) years of experience supervising staff engaged in customer service, cash handling, and the sale of goods/services.
- Public Transportation, Mobility Services or Logistics experience is preferred but not required

**PHYSICAL REQUIREMENTS:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

- Prolonged periods sitting at a desk and working on a computer.
- Ability to lift 25 pounds.
- Repeated use of sight to read documents and computer screens.
- Repeated use of hearing and speech to communicate on telephone and in person.
- Repetitive hand movements, such as keyboarding, writing, 10-key.
- Work regularly requires using hands to finger, handle or feel and repetitive motions, frequently requires sitting and occasionally requires kneeling, stooping, crouching, standing, walking, reaching with hands and arms, lifting, pushing and pulling.

**WORK ENVIRONMENT:**

- The noise level in the work environment is usually moderate.
- Works generally indoors in a climate-controlled office setting, occasionally may work outdoors.
- Works near other people, but usually have a few feet of space separating them from coworkers.

**BENEFITS:**

- Medical: 100% Employer Paid for Employees / 50% Employer Paid for Dependents
- Dental / Vision: 100% Employer Paid for Employees / 50% Employer Paid for Dependents
- STD, LTD, Basic Life & AD&D
- 401K / Employer Match
- Additional voluntary benefits offered during enrollment