



## POSITION DESCRIPTION

**Title:** Assistant Manager of Customer Service /Outreach Specialist

**Classification:** Level 3

**Department:** Planning and Development

**Reports to:** Manager of Customer Service

**Supervises:** Customer Service Representatives

**Date established/revised:** November 29, 2017

**RESPONSIBILITIES:** The Assistant Manager of Customer Service /Outreach Specialist's responsibilities include supervising the employees and functions assigned to the LANTA Customer Service Group (CSG) within the Planning and Development Department. The Assistant Manager of Customer Service /Outreach Specialist acts as the back-up contact point within LANTA for its customers - those seeking to utilize the public transportation system (LANtaBus, LANtaVan, LANtaFlex, other) or those conducting business with LANTA. The Assistant Manager of Customer Service /Outreach Specialist is part of the customer service team which assures the most current information is provided quickly and correctly; inquiries, complaints, commendations and registrations are processed efficiently and cataloged; and service delivery concerns are effectively handled at the proper levels. The Assistant Manager of Customer Service /Outreach Specialist will report to the Manager of Customer Service.

### EXAMPLES OF WORK

The Assistant Manager of Customer Service /Outreach Specialist supervises the provision of and/or provides activities such as, but not limited to:

- Mobility assistance to LANtaBus, LANtaVan and LANtaFlex customers.
- Complaint, comment, suggestion processing and management.
- Processing of applications / registration of customers for LANtaBus programs.
- The sale of tickets & passes at the Customer Service window.
- Reception and telephone answering.
- Assistance in the management of public information systems.
- LANTA representation at local trade shows, public events, and other rider and targeted outreach activities.
- Assigns work and work schedules for employees assigned to the CSG.
- Performs other duties required to achieve the vision of the LANTA CSG.
- Processing of calls needing more attention than a Customer Service Representative can provide and take customer calls as needed and when scheduled.
- Designs and oversees training of new customer service personnel.

- Monitors the performance of the members of the Customer Service Group. Designs and conducts any individual or group training/re-training necessary.
- Rider Outreach Activity for data gathering regarding service performance and attributes. Aggregate collected data and effectively communicate findings to appropriate LANTA staff. Work may include in-person or on-board passenger surveys, the conduct of focus groups and panel discussions on LANTA service.
- Targeted Outreach Activity – development of strategies to conduct activities included to ensure consistent and effective communications between LANTA and key target populations including core rider populations, seniors, workforce development entities and hiring firms to implement LANTA strategic plans and initiatives.
- Provides input to the planning and service delivery process.
- Other duties as assigned by the Director of Planning and Development.
- Some duties may require field work

## **QUALIFICATIONS**

- Associate's Degree equivalent.
- Five years of experience in customer service positions.
- Prior experience in customer outreach and/or sales is a plus.
- Experience managing call centers operations and/or call center staff. Transportation industry experience preferred.
- Strong written and communication skills.
- Experience in preparing and conducting customer service training programs.
- Experience with phone call monitoring software systems.
- High level of proficiency in Microsoft Office products (Word, Excel, Powerpoint)

LANTA is an equal opportunity employer. In accordance with anti-discrimination law, LANTA prohibits discrimination and harassment of any type and affords equal employment opportunities to employees and applicants without regard to race, color, religion, sex, national origin, age, disability or genetic information. LANTA conforms to the spirit as well as to the letter of all applicable laws and regulations.