



CUSTOMER SERVICES ASSISTANT

FC: PAF000016
PG: SEIU-06
FLSA: Non-Exempt

PC: 712
BU: 04 (SEIU)
Created: September 25, 2007

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under general supervision, performs a variety of professional level activities in support of the functions within the Customer Services Department; performs customer outreach activities; communicates with outside resources to coordinate District's participation in various events; makes recommendations regarding policies and procedures; performs related duties as assigned.

CLASS CHARACTERISTICS

This class is responsible for assisting the Customer Services Department in the implementation of multiple customer service programs and activities. Incumbents support the Customer Services Representatives and Department Manager, Customer Services by performing the more routine professional level tasks within the Customer Services environment.

REPORTS TO

This position reports to the Department Manager, Customer Services.

EXAMPLES OF DUTIES – *Duties may include, but are not limited to, the following:*

1. Assists in planning and organizing outreach activities and special events sponsored by or assigned to the department.
2. Assists Customer Service Representatives in processing and handling complaints.
3. Creates and maintains mailing lists of employer vendors, school vendors, and retailers for Customer Service Representatives
4. Maintains master schedule for large Districtwide outreach activities.

5. Prepares and disseminates routine reports; tracks department expenditures and processes invoices.
6. Analyzes data related to ridership, gate counts, employee information, purchasing decisions, demographic and socio-economic considerations and makes recommendations for service modifications.
7. Interacts with other District departments, other transit, governmental and community agencies or groups depending on the nature of the project to which assigned.
8. Coordinates and recruits assistance from employees from other departments when the project requires additional staff beyond the resources of the Department; supervises volunteers.
9. Physically sets up event locations, transports collaterals and displays for the public, and breaks down the site when the event is over.

QUALIFICATIONS

Knowledge of:

Principles, concepts, practices and procedures of customer service and relations.
Basic principles, practices and methods of administrative analysis.
Fundamentals of budget process and monitoring.
Standard office practices and procedures.
Basic arithmetic and cash handling procedures.
Business application software packages such as Microsoft Access and Excel;
POS systems.

Skill in:

Communicate effectively with customers by phone, in person or through written communication.
Handling difficult customer service problems independently with tact and diplomacy.
Collect, evaluate, interpret varied information and data either in statistical or narrative form.
Analyze administrative, statistical, and narrative data, reach a conclusion and make sound recommendations.
Prepare clear concise and complete reports and other written communication.
Work on and coordinate several projects simultaneously and meet critical deadlines.
Establish and maintain effective working relationships with those contacted in the course of work.

MINIMUM QUALIFICATIONS

Education:

An Associate degree in business, public administration, accounting or a closely related field from an accredited college.

Experience:

Two (2) years of (full-time equivalent) verifiable administrative experience in a customer service environment which included heavy customer interaction solving complex problems.

Other Requirements:

Must be capable of understanding and operating POS systems and associated software such as Intellect to track retail sales and inventory; and business application software such as Microsoft Access and Excel.

Must be able to lift boxes weighing up to 50 pounds.

Must possess a valid California driver's license and have a satisfactory driving record.

Must be willing to work off hours and weekends, if required.

Substitution:

Additional related work experience as outlined above may be substituted for the education on a year-for-year basis. An Associate degree is preferred.

WORKING CONDITIONS

Environmental Conditions

Office environment, exposure to computer screens.

Physical Conditions:

May require maintaining physical condition necessary for sitting, walking or standing for prolonged periods of time and for lifting boxes weighing up to 50 pounds. Setting up event table and carry related collateral materials to the site.

EEOC Code: 02

Safety Sensitive Designation: No