



CUSTOMER SERVICE SUPERVISOR



Filing Deadline: 02/23/2024

The City of Bakersfield

The Community of Bakersfield & Kern County

With a population of just under 400,000, Bakersfield is the ninth largest city in California, ranked between Oakland and Anaheim. The City of Bakersfield is a rapidly growing community that is built on a balanced economic base that has seen growth in the medical industry as well as commercial with the addition of an Amazon distribution center. Bakersfield and the greater Kern County area offers a vast array of restaurants and breweries, music festivals, and hiking trails. The 30-mile paved Kern River Parkway Trail winds through preserved riparian habitat. Bakersfield provides many options and activities for family fun including the Valley Children's Ice Center, McMurtrey Aquatic Center, California Living Museum, Buena Vista Museum of Natural History and Science, Kern County Museum and Children's Discover Center, Bakersfield Music Hall of Fame, and several local live theater venues. Nearby Lake Ming, Lake Isabella, and Buena Vista Aquatic Center are popular with boaters, anglers, and jet skiers. Sunny year round, the cool central coast and southern California beaches are just a few hours away.



Golden Empire Transit District

Golden Empire Transit District (GET) was formed in July 1973. It is the primary public transportation provider for the Bakersfield Urbanized Area. GET is the largest public transit system within a 110-mile radius. The District's legal boundary includes Bakersfield city limits as well as adjacent unincorporated areas. GET has a fleet of 90 compressed natural gas buses equipped with wheelchair lifts and bike racks. GET services 16 routes, which operate 7 days a week and transport more than 6 million passengers each year with its fixed-route buses. In addition, GET operates 21 compressed natural gas On-Demand buses. In 2019, GET introduced microtransit service in southwest Bakersfield. This new, curb-to-curb shuttle service allows riders to request customized trips within the zone. Since then, our version of rideshare service—now known as On-Demand Microtransit—has expanded into the Downtown core area and parts of east Bakersfield, such as Old Town Kern (OTK).



GET is a special transit district governed by an appointed board of five directors. The District Chief Executive Officer leads a team of department Directors overseeing daily operations in the areas of Finance, Human Resources, Maintenance, Marketing, Operations, and Safety, Security & Training. The District employs approximately 350 employees.

Mission Statement

We make life better by connecting people to places one ride at a time

The Position

The Customer Service Supervisor plans, directs, reviews and coordinates the work of Customer Service support staff primarily comprised of Customer Service Representatives I/II. Prepares work schedules and other required reports in order to provide accurate ridership experience information required by District administration related to micro-transit services.

The Operations Department

The Operations Department includes oversight of all fixed-route and micro-transit service delivery activities, including Dispatch, Customer Service, and short-and long-term transit planning.

The Ideal Candidate

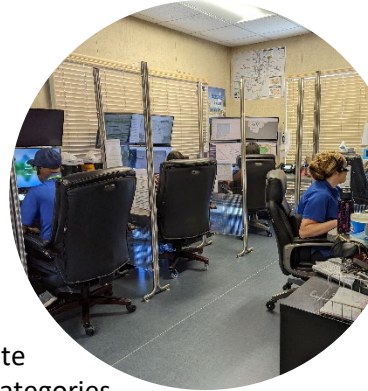
The ideal candidate is committed to exceptional leadership and administrative Customer Service excellence in the performance of the duties assigned to the position. Candidates with the requisite knowledge, skills, abilities and core-competencies will be poised to successfully meet the challenges of the job.

Core Competencies

- Ethical Leadership
- Effective Communication & Collaboration
- Technical Expertise in Functional Area

Essential Functions

- Establishes customer service standards and training programs. Trains current and new employees and ensures that customer service standards are maintained and followed by staff.
- Monitors the communication system and prepares monthly reports highlighting system performance and customer service demand levels by subject matter. Analyzes call volume and usage to revise staffing patterns, as necessary.
- Monitor business telephone line(s) in order to assure quality telephone service.
- Manages, selects, trains, and evaluates staff. Prepares performance evaluations and reviews
- employee time cards and approves leave and vacation requests.
- Oversee the development of work schedules/assignments, monitoring same with telephone demands to assure proper coverage of telephones, information center and reception desk.
- Work with Operations Manager to ensure adequate staffing levels during hours of operation focusing specifically on peak volume customer demand, phone inquiries and delivery schedules.
- Assist the Operations Manager with schedule assignments, monitoring telephone demands to assure proper coverage of telephones, information center and receptionist desk.
- Handle any customer complaints dealing with the Customer Service Representatives.
- Receives, researches and resolves escalated customer service problems and complaints; distribute information to appropriate departments; track comments/complaints by employees and other categories.
- Interprets and applies rules, regulations and policies. Answers inquiries requiring District policies, rules and regulations related to customer service operations.
- Coordinates District involvement and staff attendance at rideshare, community outreach, and other special events, as required.
- Provide team collaboration and leadership by example, establishing and maintaining quality standards, and encouraging professionalism and pride of service.



Requisite Knowledge And Skill Levels:

- Knowledge of effective public service principles and superior communication skills.
- Supervision and training techniques
- Principles and practices of math and basic bookkeeping
- Proficiency with word processing, spreadsheet and database applications, including standard business software (e.g. MS Word/Excel/PowerPoint/Access/Outlook).
- Knowledge of principles, practices, and procedures of filing and record keeping.
- Knowledge of proper English usage, spelling, grammar, and punctuation.

REQUISITE ABILITIES:

- Ability to handle multiple priorities, organize work, and meet frequently changing deadlines.
- Ability to train, coordinate, supervise and evaluate the work of others.
- Ability to establish and maintain cooperative working relationships with those contacted in the course and scope of work.
- Ability to learn, interpret, explain, apply and effectively implement District policies and procedures.
- Ability to think strategically, and lead a team.

Minimum Qualifications

Associates Degree or education equivalent to completion of two (2) years of college-level coursework from an accredited college/university. Two (2) years of directly related customer service experience including two (2) years of supervisory experience. Bi-lingual (English/Spanish) speaking/reading/writing skills desirable.

LICENSE AND/OR CERTIFICATES, REGULATIONS

Possession of a valid California driver's license with a driving record acceptable to the District's insurance carrier, is required.

SPECIAL CONDITIONS

A background check will be conducted for this classification.

Compensation and Benefits

The annual salary range for the Customer Service Supervisor is, \$58,240 - \$79,040.

The District offers a competitive benefits package including:

- 9/80 Work Schedule
- 100% District-paid Medical, Dental, Vision, EAP benefits for employee and dependents
- 100% District-paid Life and LTD Insurance for employee
- Paid Holidays, Sick Leave and Vacation Days
- Retirement Options
- New Hire Sign On & Retention Bonus

Application and Selection Procedure

This position is open until filled with an initial application review date of February 23, 2024. Resumes and applications will be screened in relation to the criteria outlined in the job description. Candidates deemed to have the most relevant qualifications will be invited to move forward in the recruitment process, which may include any combination of oral interview, written assessment, and/or team/panel evaluation. A final selection will be made upon completion of comprehensive reference and background checks.

To be considered, please submit a detailed resume, cover letter, and GET District application (hard copy or web submittal) to: [<https://www.getbus.org/customer-service-supervisor/>]

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