



## Sacramento Regional Transit District Customer Advocate I

<b>SALARY</b>	\$52,224.00 - \$73,068.00 Annually	<b>LOCATION</b>	1400 29th Street Sacramento, CA
<b>JOB TYPE</b>	Full Time	<b>JOB NUMBER</b>	2024-00325
<b>DEPARTMENT</b>	Customer Satisfaction	<b>OPENING DATE</b>	07/09/2024
<b>CLOSING DATE</b>	7/22/2024 11:59 PM Pacific	<b>RECRUITMENT TYPE</b>	Internal/External

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### Description

The purpose of this position is to assist customers by receiving and processing service complaints, comments, employee commendations and inquiries and to problem solve and mediate unexpected and unusual issues directly from the general public and determine potential Regional Transit policy and regulation compliance issues. This is accomplished by processing incoming customer contacts received through written and electronic correspondence and via telephone; maintaining records of all customer contacts in database; researching and resolving or escalating issues/comments to appropriate department; completing and obtaining customer signature on Passenger Service Reports (PSR) for official complaints; corresponds with customers regarding status of complaints. Other duties include tracking, recording and reporting information; preparing documents, reports and correspondence; coordinating schedules and meetings and completing related administrative duties.

### Examples of Duties

- Acts as initial contact to the general public for comments regarding all agency services; provides information to customers by mail, e-mail or on the telephone; receives all positive and negative comments, suggestions and complaints from the public regarding operations issues (of Operators, schedules, Regional Transit policy and regulation compliance related, etc.) as well as all other agency services/projects; responsible for second level support related to Connect Card, RT Mobile Application and other RT branded products/support solutions by evaluating and analyzing the symptoms, renewing customers transactions/purchases and account information; documents information, inputs into automated tracking system, researches and resolves complaints as appropriate or obtains signature from customer, completes PSR as necessary and routes to appropriate department for follow-up and response; prepares initial written communication to advise customer of action taken in response to comment/issue; completes administrative support by preparing, proofreading, editing, revising and formatting correspondence and documents, reviewing, scanning, identifying, indexing, and filing documents; generating standard responses verbally, in writing, or electronically to requests for information and distributing time-sensitive documents to appropriate staff.
- Prepares reports by entering, tracking, recording, and reporting data into automated database system; create and maintain spreadsheets; keeps status reports on information and records; tracks and reports on special information as needed; compiles data on customer issues or reporting process improvements; and utilizes application programs to chart and display recorded information for inclusion in reports; maintains customer contact database.

- Participates in, attends and prepares for various meetings and information/outreach events; coordinates meeting arrangements, prepares meeting materials and takes minutes; conduct observations of the District's bus and light rail system for compliance and to investigate customer issues, concerns and complaints and identifies and reports observed violations.

## Minimum Qualifications

**Formal Education:** High School Diploma or GED equivalent.

**Experience:** A minimum of one (1) year of general office or administrative support experience which must have included substantial public contact and customer service work.

**Certification & Other Requirement:** Typing Certificate verifying minimum typing speed of 40 net words per minute.

**Applicants must have the ability to type accurately at a net rate of 40 words per minute. At time of application, applicants must submit typing certificate, less than two (2) years old (dated between July 9, 2022 and July 22, 2024), and MUST include: (1) A statement that it was a 5-minute timed test; (2) Total gross words per minute and number of errors; (3) Date the typing test was administered; and (4) Name of instructor or certifying official administering the test. Online typing tests and certificates will not be accepted.**

**Current SacRT employees in classifications with a typing requirement that is at or above the required net rate of 40 words per minute, do not need to submit typing certificates.**

## Filing Instructions/Supplemental Information

The minimum qualifications as stated on this job announcement represent only the basic requirements of the position. Meeting the minimum qualifications does not guarantee that the candidate will be invited to participate in other examination segments of the selection process. An employment application and typing certificate, as outlined above, are required for this position. Applications and job announcements are available through our website [www.sacrt.com](http://www.sacrt.com).

**A completed employment application and typing certificate, as outlined above, must be submitted online no later than Monday, July 22, 2024 at 11:59 p.m. SacRT will not process incomplete applications. Resumes are not accepted in lieu of an application, but may be included with the application.** For more information on benefits, a summary sheet is available from the Human Resources Department. The Human Resources Department will make reasonable efforts in the recruitment process to accommodate candidates with disabilities. For more information, contact the Human Resources Department at (916) 556-0298.

**SacRT has a stand alone pension plan which is not part of, nor does it have reciprocity with CalPERS.**

**SacRT is an Equal Opportunity EOE Employer - Minorities/Women/Disabled/Veterans.**

**This position falls under the AFSCME, Local 146 Bargaining Agreement.**

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### Agency

Sacramento Regional Transit District

### Address

1400 29th Street

Sacramento, California, 95816

### Phone

### Website

## Customer Advocate I Supplemental Questionnaire

### \*QUESTION 1

Describe, in detail, your work experience with each of the following functions. In your response detail your specific job duties, the number of years/months you performed these duties and the employer. A) Information Tracking, Recording and Reporting B) Document & Correspondence Preparation C) Reception and Information Services D) Records Management (manual or electronic records or files) E) Meeting Coordination

### \*QUESTION 2

Describe, in detail, your public contact and customer service work experience. In your response detail your specific job duties, the number of years/months you performed these duties and the employer.

### \*QUESTION 3

Describe your level of experience with the following software applications and, on a separate sheet of paper, provide examples of the types of documents, correspondence, or reports you have created that would support your rating. No experience: 1 Beginning-level experience: 2 Intermediate-level experience: 3 Advanced-level experience: 4 Please include the program: GroupWise/Outlook, Microsoft (MS) Word, MS Excel, MS Access, the experience level (#) and the employer where used.

\* Required Question