

Supervisor, Customer Relations



The Regional Transportation Authority (RTA), located in downtown Chicago, is currently accepting applications to fill the position of **Supervisor, Customer Relations**.

Under the direction of the Division Manager, Customer Programs, the incumbent is responsible for assisting in the design and implementation of strategies for the operations of the RTA's customer service sites and the Reduced Fare and Ride Free Programs. Develops recommendations and action plans to improve the efficiency and effectiveness of the services. Partners with the Service Boards on ongoing operational issues or to develop, promote and evaluate new initiatives consistent with the plans and policies of the RTA and the division. Monitors quality assurance activities performed, ensuring a high level of service provided by contractors performing work within the division. Provides management and direction to staff in achieving work plan objectives. Collaborates with external vendors to coordinate fare program card production. Collaborates with and supports Mobility Management program to help ensure seniors and people with disabilities are aware of and have access to public transportation options.

Responsibilities include but are not limited to:

1. Supervises staff and operations of the RTA Fare programs and the Mobility Services Helpline..
2. Recommends and implements new strategies for delivering and improving RTA customer service.
3. Manages and monitors quality assurance activities to ensure quality services provided by contractual and in-house program staff.
4. Establishes, reviews, and analyzes performance standards to ensure a high level of customer satisfaction. Measure and report on customer satisfaction and ways to enhance service delivery.
5. Collaborates with CTA to ensure the process of purchasing fare program card stock meets the needs of the ongoing customer demand.
6. Assists in the development and monitoring of program budgets within the division.
7. Participates in the evaluation and selection of contractors. Monitors the contractor's performance to ensure contract requirements are fulfilled and takes action as needed. Facilitate discussions with contractors to ensure service issues are resolved expediently. Maintain amicable working relationship in order to motivate contractors to provide high-quality services.
8. Coordinates across Mobility Services Department divisions to ensure consistent messaging and program support regarding programs and services for older adults and individuals with disabilities.
9. Implements policies and procedures to efficiently handle customer complaints and information requests.
10. Implements division work plans, monitoring employee performance and progress toward reaching division goals.

Knowledge, skill, and abilities equivalent to the completion of a Bachelor's Degree in Business, Social Service or related field or additional equivalent work experience. A minimum of five (5) years of progressively responsible management experience in the field of public transportation or customer service and development experience in a service related entity, with minimum of three years in social service, customer service or a similar field. Demonstrated emphasis in conducting complex analyses and developing recommendations are essential. Experience managing an operational center is desirable. Proficiency in Microsoft Office products including Word, Excel, and Outlook is required. Previous experience working with seniors and/or people with disabilities is preferred.

The RTA offers a competitive compensation and benefits package. The RTA reimburses for travel at the federal rate for mileage reimbursement. Relocation is not available. For more information about the RTA, visit our website at www.rtachicago.com.

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Please submit a cover letter, resume and salary history to:

Regional Transportation Authority
Human Resources, Attn: 17-SCR
175 W. Jackson, Suite 1650
Chicago, IL 60604

To apply online, go to: <https://rtaweb01prd.rtachicago.com/jobposting/?job=199>