



City of Santa Fe, New Mexico

P.O. Box 909, 200 Lincoln Ave
(505) 955-6597 Fax (505) 955-6810
www.santafenm.gov



Recruitment Announcement # 2010-058

POSITION TITLE:	Call Center Supervisor	SALARY RANGE:	\$15.17-27.75
DEPARTMENT:	Public Works	FLSA/UNION STATUS:	COVERED/NOT COVERED
PERIOD TO APPLY:	11/4/09-11/23/09 (NO LATER THAN 5:00 P.M.)	POSITION STATUS:	TERM - FULL TIME
SUPERVISOR:	Annette Granillo	WORK LOCATION:	Transit (SF Ride)

GENERAL PURPOSE

Responsible for performing tasks in the following areas: Supervisor/Administrative; Financial and Related Reporting; Information Tracking; Field Customer Service; Reception and Information Services; and Document and Correspondence Preparation. Primary responsibility is for full-time supervision of staff including scheduling, taking corrective action as necessary and completing performance evaluations.

SUPERVISION RECEIVED

Receives direct supervision from the Transit Operations Manager.

SUPERVISION EXERCISED

None.

ESSENTIAL FUNCTIONS (A position may not include all of the duties listed, nor do the listed examples include all duties, which may be found in a position of this class.)

Dispatching – Reviews requests for transportation services, assures vehicles are available for use. Assures drivers are available and assigned to vehicles in computer system. Reviews schedule for any necessary changes. Monitors actual performance via AVL/MTD and two-way radio systems. Problem-solves any trips which may be performed late.

Supervisory/Administrative – Coordinates and performs initial and refresher paratransit operator training to include pre-trip inspection, behind the wheel training, defensive driving, customer relations and emergency management. Coordinates training for new customer service representatives (CSR). Resolves labor relations and employee issues; coordinates coverage during staffing shortages. Ensures CSR provide transit customers with bus and paratransit information. Monitors CSR calls, counsels CSR on results, and provides documentation. Oversees operations at call center, reception desk and photo identification area. Receives, opens, forwards and reviews photo identification requests from other agencies as needed.

Financial and Related Reporting - Calculates payroll and timekeeping. Receives, reviews, and logs information from confiscated or replacement photo identification cards. Reconciles billing from vendors for trips provided. Other duties as assigned. This is to include information and record tracking by importing data into electronic format to review performance and efficiency of Santa Fe Ride program.

Field and Office Customer Service – Receives, researches and resolves customer complaints. Opens assigned facility to allow access for customers. Receives, prepares and mails documents needed to complete complaints. Reviews various program participant mailed correspondence. Issues oral and written instructions to staff on schedule changes, fares, policies, etc. Updates staff and files with various document information. Prepares copy and distributes weekly section staff minutes. Prepares staff memos and related correspondence.

Assists in ADA paratransit eligibility. This includes review of application and performing in-office interview with written determination to application.

MINIMUM QUALIFICATIONS

1. Education and Experience:
 - A. Associates Degree in management, finance, public administration, or business; **and**
 - B. Three (3) years of increasingly responsible sales, customer relations or customer service work experience, including one year in a lead or supervisory position; **or**
 - C. An equivalent combination of education and experience.

2. Knowledge, Skills, and Abilities:

Knowledge of principles and practices of customer service and public relations methods. Knowledge of principles of supervision and motivation theories. Correct English usage and grammar.

Ability to communicate effectively and to produce required reports relative to transit operations.

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3. Special Qualifications:
Must submit a valid New Mexico driver's license without restrictions for an ignition interlock device and a current motor vehicle report with application for employment and obtain, within 3 months of hire, a City of Santa Fe driving permit. Must be insurable by the City's insurance carrier. Must successfully pass a drug and alcohol screening prior to employment and periodically after employment.
4. Work Environment:
Work is performed in an office setting; irregular work hours and evening hours are required. Some field work may be required. Exposure to VDTs, CRTs or UV rays; good hearing and visual acuity are required. Must be able to lift up to 50 pounds.

TO APPLY: Submit a completed City of Santa Fe application to the Human Resources Department, City of Santa Fe, 200 Lincoln, or mail to P.O. Box 909, Santa Fe, New Mexico 87504-0909 **or apply online at www.santafenm.gov**. Applications become public record upon receipt and may be made available for public inspection upon request. Resumes will not be accepted in lieu of the city application form.

When required of the position, attach a copy of high school/GED, college education, certification(s) or license(s). Pre-placement physical exams are required.

Incomplete applications may delay or exclude consideration of your application.

EEO/AA