



NEW EMPLOYMENT OPPORTUNITY

Toll Customer Service Manager (Full-Time w/ Full Benefits)

Salary Range: \$10,468- \$14,132 per month

Application Deadline: August 6, 2021 4:00pm

The Riverside County Transportation Commission (RCTC/Commission), established through California State law, oversees funding and coordination of all public transportation services within Riverside County. The Commission's responsibilities have grown in the 41 years since its inception from coordinating highway and transit planning and identifying projects for state and federal funding to responsibility for all aspects of region-wide planning for Riverside County's mobility and operating toll facilities. Join an amazing team at RCTC and help plan and deliver transportation solutions!

General Description:

Under general supervision, plans, organizes, and implements a comprehensive customer service program in support of RCTC toll operations projects, and programs, including the procurement and oversight of back office system contracts, operation and maintenance contracts and other related services; toll rate setting, quality assurance, customer relations, collections, marketing, policy setting, business rule development, budgeting and financial modeling; conducts comprehensive research and analysis to develop and present recommendations on modifications to business rules, policies, standard operating procedures, and contract provisions; directs the work of staff and contractors; provides highly complex and responsible support to the Toll Operations Director in areas of expertise; and performs related work as required.

This is a program management classification that manages all activities related to the customer service program in support of RCTC toll operations projects and programs, as well as oversees the work of assigned staff and external contractors. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility. Incumbents organize and oversee day-to-day activities and are responsible for providing professional-level support to the Toll Operations Director in a variety of areas. Successful performance of the work requires an extensive professional background as well as skill in coordinating the customer service program.

Qualifications Required:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major coursework in business management, accounting, finance, public administration, or a closely related field and a minimum of eight (8) years of increasingly responsible professional experience in managing a customer service call center and/or administering revenue-

generating toll/express lane customer service/operations programs.

Licenses:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans and participates in the operation of RCTC's express lane customer service programs and projects.
- Perform analysis related to toll program planning, project development, implementation, administration and operation including business process reviews, cost effectiveness and assessment of potential or existing changes in business practices.
- Perform financial planning and analysis of the toll program including developing cost and revenue projections.
- Participates in the development and implementation of goals, objectives, policies, and priorities for toll customer service programs.
- Reviews and approves contractor standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and reporting relationships; identifies opportunities for improvement and makes recommendations to the Toll Operations Director.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees on performance issues; recommends discipline to the Director.
- Manages and participates in the development and administration of annual toll operations budget; directs the forecast of additional funds needed for staffing, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary.
- Develops a comprehensive quality assurance program for the customer service operation to measure delivery of excellent customer service, compliance with policies, procedures, business rules and laws and regulations; ensures others carry out the quality program and properly document the results; resolve any non-performance issues with those providing the services.
- Develops and implements programs to communicate customer services, capabilities, and rate structures to encourage use of the toll roads/express lanes; develops, recommends, and administers operational and service changes, policies, and procedures to enhance the customer experience.
- Receives, responds to, and resolves escalated and/or complex customer inquiries, issues, and problems.
- Creates reports and analyzes customer and traffic data to evaluate services provided and develop recommendations which align customer service operations and toll operations with desired outcomes and performance metrics.
- Partners with Director of Toll Operations to recommend and implement policies regarding toll rates, account fees and violation penalties.
- Identifies and implements effective channels and methods for customer communications to ensure efficiency, effectiveness, and accurate messaging to the intended stakeholders; works closely with the External Affairs Department in developing and monitoring marketing and outreach programs; integrates communication across all customer-facing channels to deliver a consistent customer experience.
- Evaluates revenue collection business rules, operational processes, and technologies to develop recommendations for the continuous improvement of customer payment and refund procedures.
- Develops scope of work, technical requirements, KPIs for requests for proposals; evaluates proposals and recommends project award; develops and reviews contract terms and amendments; directs contractors' work and ensures compliance with RCTC standards and specifications and time and budget estimates; reviews and updates deliverables; analyzes and resolves complex problems that may arise.
- Prepares staff reports, memos, and presentations for review by the Toll Operations Director and other RCTC management. Presents reports to various commissions, committees, and boards.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of toll customer service operations; research emerging products and enhancements and their applicability to RCTC needs.

- Monitors changes in laws, regulations and technology that may affect assigned customer service programs; implements policy and procedural changes as required.
- Performs other duties as required.

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.
- Organization and management practices as applied to the development, analysis, and evaluation of customer service programs and operational needs.
- Principles and practices of customer service, customer account management, and collections.
- Organization, operations, and services of a customer call center.
- Principles and practices of public relations, communications, marketing, and customer experience.
- Methods to effectively communicate to different audiences using different channels and methods.
- Principles and practices of budget development and administration, contract administration, and sound financial management policies and procedures.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures related to assigned area of responsibility.
- Recent and on-going developments, current literature, and sources of information related to customer service programs and operations.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing RCTC in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer engagement by effectively interacting with RCTC staff, representatives of outside organizations, and members of the public, including individuals of diverse backgrounds.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Manage and monitor complex programs and projects, on-time and within budget.
- Manage toll customer service, account management, and revenue processing programs, functions, and special projects involving participation by diverse and varied interests.
- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Evaluate and develop improvements in customer service, account management, and revenue processing operations, procedures, policies, or methods.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize, and present technical information and data in an effective manner.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the department and RCTC in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Effectively communicate to different audiences using different channels and methods.

- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Physical & Environmental Elements:

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various RCTC meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

This is primarily a sedentary classification and the employee works in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. The employee interfaces with staff, management, other departmental representatives, transportation and government officials, business representatives, and the general public in explaining RCTC policies and requesting and providing information.

**Summary of
Benefits Available**

CalPERS Retirement System	Short and Long-Term Disability
<i>Classic: 2.7% @ 55 / PEPPRA: 2% @ 62</i>	9/80 Work Schedule
Up to \$750/month towards Medical Plans	Vacation
Dental & Vision fully paid by RCTC	Sick Leave
401(a) Money Purchase Plan	12 Holidays/Year
457 Deferred Compensation	Transportation Assistance Programs
\$100,000 Group Life Insurance	Tuition Reimbursement Program

An RCTC employment application and resume must be submitted for consideration by the application deadline.

For more information, please visit www.rctc.org

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