



Customer Care Manager

Company Name: Capital Area Transit System

Title of Position: Customer Care Manager

Position Type: Fulltime

Location: Baton Rouge

The Capital Area Transit System, commonly referred to as CATS, provides bus services to residents of and visitors to Baton Rouge and Baker, Louisiana.

CATS Mission Statement: Enriching the lives of our customers and communities by offering independence and safety ... connecting you to what matters.

CATS Vision:

- Safety First
- Customer-Focused
- Drive Economic Excellence
- Integrity in Everything We Do
- Social and Environmental Responsibility

CATS Governance: CATS is governed by a nine-member Board of Commissioners, which meets monthly to handle the business of the agency. The CATS Board hires a CEO to manage the day-to-day functions of the agency and implement its strategic visions for the system. CATS is an independent agency from the City-Parish government, funded by a combination of a local millage, self-generated funds, and state and federal transportation dollars. The Baton Rouge Metro Council appoints the nine members of the CATS Board of Commissioners.

Description of Position:

The Customer Care Manager plans, directs, and monitors the operations and supervises the staff of the Customer Care unit. The incumbent in this position also addresses and resolves issues of concern regarding customer service by developing and adopting guidelines and procedures.



Essential Duties and Responsibilities:

- Supervises, monitors, and evaluates the performance of Customer Care staff.
- Ensures the security of all bus passes and cash on site by implementing policies that require daily reconciliation by all Customer Care representatives.
- Manages Capital Area Transit System complaint resolution process by investigating and resolving complaints and customer concerns.
- Acts as the CATS customer care representative and makes presentations to the Board of Directors, public, private, and community groups.
- Coordinates and facilitates CATS patterning schools/ public tours
- Works collaboratively with other departments and other transit agency representatives to exchange information, coordinate activities, and maintain awareness of local and regional programs and policies.
- Coordinate transit pass sales with partnering schools, universities, and agencies.
- Performs other duties associated with partner department and as directed by supervisor.

Qualifications, Education, and Experience:

A high school diploma or equivalent with at least five years' experience where customer service was a main function and two years in a supervisory capacity or an Associate's or Bachelor's degree in Public Administration, Business or a related field and two years ' experience in customer service with at least one year in a supervisory capacity.

Knowledge of principles and techniques of supervision including leadership, goal-setting, and team-building;

The diverse language needs of Capital Area Transit System customer base;

Principles and practices of effective customer service, customer relations, and complaint resolution, call center and customer service center operations;

Ability to supervise, motivate, train and provide work instruction to a diverse staff; effectively address, investigate, and resolve complaints and customer concerns in a tactful and courteous manner;

Ability to handle large volumes of cash and distribute cash to Customer Care representatives throughout the workday.



Ability to communicate effectively both orally and in writing.

How to apply:

Please submit a cover letter and resume to to: catscareers@brcats.com. Applications and resumes will be received until suitable candidate(s) are selected.

CATS provides equal employment opportunities (EEO) to all employees and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfers, leaves of absence, compensation and training.

We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by law.