

# JOB OPPORTUNITIES

## CAPITAL AREA TRANSIT SYSTEM



## CUSTOMER CARE MANAGER

**JOB TITLE:** Customer Care Manager

**FLSA STATUS:** Exempt

**SUPERVISION RECEIVED FROM:** COO

**DEPARTMENT:** Customer Service

**WORK SCHEDULE:** Varies depending on schedule

**SUPERVISION EXERCISED OVER:** Customer Care Representatives, Receptionist

**MINIMUM QUALIFICATIONS:** 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.

**SUMMARY\*:** 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.

**REQUIRED KNOWLEDGE, SKILLS, and ABILITIES:**

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.

**ESSENTIAL DUTIES:**

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.

**LOCATION:**

2250 FLORIDA BLVD.

5700 FLORIDA BLVD.

**JOB POSTING DATE:**

6.21.2017

**HOW TO APPLY:**

Submit an Employee Application along with your resume to Human Resources.

HR Fax: 225.346.3249

HR Email: [careers@brcats.com](mailto:careers@brcats.com)

**CAPITAL AREA  
TRANSIT SYSTEM**

2250 Florida Boulevard  
Baton Rouge, LA 70802

Phone: 225.389.8920

Fax: 225.389.8919

Capital Area Transit System (CATS) provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, CATS complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.