



Montachusett Regional Transit Authority Job Description

Position Title: Assistant Director, Customer Service

Department: Brokerage (Call Center, Scheduling, Quality Assurance, Inspections)

Reports to: Director of Brokerage Operations

Revision Date: 05/01/2022

Employment Status: Full-time 37.5 hours per week, at minimum

Comp Grade: 10

Work Hours: TBD based on business needs between the hours of 6:45AM to 7:00PM

FLSA: Exempt

Supervisory Responsibilities:

Directly supervises overall management of the Quality Assurance Department, the Inspections Department, Call Center Department, and Scheduling Department of the Brokerage. Carries out supervisory responsibilities by planning, organizing, directing, and controlling the work and the activities of subordinates/employees in accordance with organization's policies and procedures. Responsibilities include participation in interviewing; hiring; training; coaching; mentoring; planning; assigning; and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Position Summary:

This position supports the Leadership team of the Brokerage by delivering high standards of service to HST and their member base, as well as to provide direction to the staff in departments which the position is assigned to oversee, ensuring that productivity remains high and that we meet all required contractual obligations. The individual in this role is required to take a hands-on approach to monitor and analyze data to implement improvements and enhancements that increase efficiencies and performance. This position also entails taking full oversight of the Demand Response Brokerage operations independently, in the absence of the Director and Executive Director and assists in coaching, mentoring, training, and motivating the leadership team at the brokerage.

Essential Functions/Position Responsibilities:

- Regulates operational strategies by conducting department assessments for performance capacity planning and cost/benefit analyses
- Effectively collaborates with department managers in identifying and evaluating state-of-the-art technologies; defining user requirements; and establishing technical specifications to increase staff production and productivity
- Works closely with the Brokerage Director and Executive Director to maintain knowledge of programs and contractual obligations; provides coaching; counseling; and disciplinary measures to Managers and Supervisors under direct oversight
- Communicates job expectations; manages direct employee schedules; reviews and enforces company's policies and procedures
- Coordinates with the IT Department in maintaining equipment by evaluating technical needs; developing preventive maintenance programs; calling for repairs; evaluating and implementing upgrades
- Effective collaboration with HST to follow up on issues, various requests, and reports
- Attend required HST, vendor and in-house meetings

When duties and responsibilities change, the employee may be asked to perform other duties as required as business needs dictate. Employees are required to identify any changes in their job duties since the descriptions were last reviewed. Additionally, MART may ask that employees conduct a review of their position as part of the performance-evaluation process.

Qualifications:

- Bachelor’s Degree in Business Administration, Business Management, Public Administration, or similar field with required minimum of 5 years’ experience in a management/leadership position
- Previous work experience in a data-driven service environment strongly desired
- Valid Unrestricted Driver’s License or reliable means of transportation to work is required

Skills:

- Strong leadership, customer service, problem solving and change management skills
- Ability to manage large, complex projects and make decisions in a fast-paced, complex environment
- Effective oral, written and listening communication skills with the ability to present oral and written presentations to customers, business partners, subcontractors, contracting agencies and the public
- Proficiency in developing trust and working collaboratively with customers, business partners, subcontractors, contracting agencies and the public
- Maintain high level of confidentiality, discretion, diplomacy, and good judgment
- Ability to analyze, interpret and communicate complex data and information to diverse audiences
- Proactive approach to coaching/mentoring and developing brokerage management and staff
- Continuous process improvement, change management and critical thinking
- Proficient in MS Office
- Strategic and analytical mindset, detail oriented and highly organized
- Ability to work independently and in a team-oriented environment
- Must maintain confidentiality of PHI and HIPAA

Working Environment and Physical Demands:

Works primarily in a typical, climate-controlled office environment.

PHYSICAL REQUIREMENTS	RARELY (15%)	OCCASIONAL (15%-40%)	FREQUENT (40% - 70%)	CONTINUOUS (OVER 70%)
Ability to work closely with diverse group of people				X
Regular, predictable attendance				X
Ability to sit for extended period				X
Use of hands and fingers to operate telephone and computer				X
Moderate noise			X	
Hearing				X
Dusty Environment		X		

Exposure to Fumes/Odors	X			
Exposure to Heat/Cold Temps		X		
Climbing Stairs		X		
Walking		X		
Stress				X
Standing		X		
Stooping		X		
Bending		X		
Climbing Ladder	X			
Twisting Neck			X	
Bending	X			
Reaching/Pulling/Pushing	X			
Lifting 10 lbs. or less		X		
Lifting 40 to 50 lbs.	X			
Driving		X		
Specific Vision Abilities-close vision due to computer work				X
Color Vision – Ability to identify and distinguish colors			X	
COGNITIVE REQUIREMENTS	RARELY (15%)	OCCASIONAL (15%-40%)	FREQUENT (40% - 70%)	CONTINUOUS (OVER 70%)
Communication Oral				X
Communication Written				X
Interpreting Skills				X
Implementing			X	
Evaluating				X
Organizing			X	
Consulting			X	
Analyzing			X	
Presenting			X	
Supervising				X
Ability to Deal with Stressful situations				X
Ability to Deal with Trauma, grief, death	X			
Ability to deal with Public Contact				X
Decision making			X	
Work with Others				X
Work Alone			X	
Concentration				X

Comprehend and follow instructions				X
Relate to Others				X
Influence Others			X	
Perform complex or varied tasks	X			

Manager Signature: _____ **Date:** _____

Human Resources Signature: _____ **Date:** _____

Printed Employee Name: _____

Employee Signature: _____ **Date:** _____