



Toledo Area Regional Transit Authority
Job Description/Posting

Quality Assurance Coordinator (full-time, exempt) \$50-60K

Monday – Friday; possible weekends • 9am – 5pm EST

At the Toledo Area Regional Transit Authority (TARTA) we take our mission statement – “Empowering People to Make Connections” – very seriously. With every opportunity, we aim to exceed our stakeholder’s expectations. We’re looking for a personable, yet highly professional, “service extraordinaire” to join us in delivering our mission to our customers and stakeholders.

Working Environment: *The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. These include temperature, noise level, inside or outside, etc.*

Standard office environment with frequent internal and external contacts. Some work will be done outside the office environment.

Travel Expectations:

Possibility of out-of-state travel, mostly local travel.

SYNOPSIS OF POSITION RESPONSIBILITIES

Under the direction of the Customer Care Manager, the **Quality Assurance Coordinator** is responsible for coordinating customer support functions within the Call Center, keeping customer satisfaction at the core of every decision. The position is also responsible for executing and overseeing TARTA’s customer feedback, lost and found, reduced fare and promotional programs, Key Performance Indicator monitoring, assisting with training Customer Service Representatives.

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Essential Duties and Responsibilities:

- Conduct oneself and produce results in alignment with TARTA Core Values.
- Work closely with the Customer Service team to address concerns, issues and complaints.
- Identify and notify Senior Managers or Directors of customer experience issues noticed on vehicle during ride-alongs and received from customer concerns and complaints, related to maintenance, communications, external TARTA issues, etc. with suggestions for corrections.
- Resolves problems by clarifying issues, researching and exploring answers and alternative solutions, implementing solutions and escalating unresolved problems.
- Monitors, communicates and insures immediate delivery of front-line resolution to all customers.
- Monitors customer service delivery within the call centers and Hub.
- Oversees the implementation of the Fixed Route Reduced Fare Program.
- Provides monthly reports to the applicable departments.
- Serves as a back up to the Customer Care Manager for facilitation of ADA appeals.
- Perform duties in accordance with organizational policies, procedures, and practices.
- Provide updates to Customer Care Manager of success of all projects for the Customer Care Department.
- Engage with and respond to customer and employee feedback in an accurate, complete and timely manner.
- Uses computer software to assure accurate bus stop patterns, correct distances for use in GPS tracking of buses, and accuracy of APC data. Monitor accuracy of APC data to ensure data is being collected accurately for correct analysis of route performance.
- May be assigned additional responsibilities as required.

Competencies – Knowledge, Skills, and Abilities:

- Excellent verbal and written skills; strong interpersonal skills and professional demeanor.
- Competent in required job skills and knowledge; keeps abreast of current developments; uses resources effectively.
- Demonstrates required and position related technology skills; adapts to new technologies; troubleshoots technological problems; uses technology to increase productivity; keeps technical skills up to date.
- Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Establishes and maintains effective teamwork; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

- Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.
- Excellent problem-solving skills and desire to exceed customer expectations.
- Organized with the ability to multi-task, plan and measure results, excellent computer skills, accuracy and attention to details.
- Consistently at work and on time, ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

Required Qualifications and Attributes:

- Highschool diploma or equivalent (degree encouraged)
- At least two (2) years of working in public transit, human services or related field.

A combination of education and/or experience that provides the required knowledge, skills and abilities to perform the essential functions for the position. TARTA reserves the right to determine the equivalences of education and experience.

Preferred Qualifications and Attributes:

Computer Skills: This position requires excellent computer skills and ability to adapt to department-specific software, including web-based applications.

Physical Demands: *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. These include bending, sitting, lifting, driving, etc.*

Normally seated with freedom of movement. May handle light material and supplies. Some work will be done outside of the office requiring driving.

EEO (Equal Employment Opportunity) Statement: Toledo Area Regional Transit Authority (TARTA) is an Equal Employment Opportunity employer. TARTA does not discriminate against any applicant or employee based on race, color, sex, religion, national origin, age, disability, or any other consideration made unlawful by applicable federal, state or local laws.