



Brazos Transit District

Job Description for Call Center Supervisor

The purpose of this job description is to communicate the responsibilities and duties associated with the position of Call Center Supervisor. The following information should be considered a comprehensive description of this position; it should also be noted that some responsibilities and duties might not be specifically addressed. Brazos Transit District fully expects every person to perform any reasonable task or request that is consistent with fulfilling company objectives. BTB recommends that all employees display an ongoing effort to familiarize themselves with the duties and responsibilities of those positions directly above and below their own.

Job Title:	Call Center Supervisor
Supervisor:	Deputy General Manager
Location:	2117 Nuches Lane, Bryan, Texas
FLSA Status:	Exempt
Safety Status:	Safety Sensitive
Job Brief:	The job of Call Center Supervisor is to assist in the daily operation by providing quality customer service for BTB.

Essential Functions

- Supervise all dispatchers and dispatch supervisors.
- Maintain professional customer/employee/supervisor relations.
- Perform employee evaluations and interviews.
- Hire and discipline employees according to BTB policies and procedures.
- Provide necessary information, other than regular scheduling issues, to clients as well as assisting all parties involved in order to resolve transit problems.
- Work with supervisors and operators to ensure that all scheduled clients are transported, fulfilling BTB's contractual obligations, this includes weekends and holidays.
- Report problem clients immediately to Logisticare staff.
- Troubleshoot all areas that affect dispatch operations.
- Enter and schedule client appointments for Demand Response service as needed.
- Document geocoding errors, and report to Dispatch/Geocoder to be corrected.
- Assist Customer Care Representative with any and all requested information.
- Oversees the daily operation of the Medicaid contract, including complaints. Communicates with Logisticare on payment issues.
- Ensure the quality of work that all dispatchers are producing on behalf of BTB.
- Become familiar and stay up to date with BTB's program policies and procedures.
- Become familiar and stay up to date with BTB's service area and counties involved in the area.

EMERGENCY RESPONSE/RECOVERY ACTIVITIES - All employees will be required to work before, during, or after an Emergency. During an Emergency, employees may temporarily be assigned to work and perform duties outside the normal scope of their position, location and work schedule to fit the needs of the County and its citizens.

General

- Maintain confidentiality of information and professional customer/employee/supervisor relations.
- Maintain the standards of BTD, including but not limited to the Drug & Alcohol, ADA, EEO, Title VI, Code of Conduct and safety policies and procedures.
- Ability to operate in a constant state of alertness and in a safe manner.
- Additional duties as assigned.

Education and Experience

Equivalence to a high school education.

- One-year computer experience required
- Must be able to type 40 words per minute.
- Must be familiar with the Windows environment.
- Customer service experience preferred.

Aptitudes Required This job requires the following levels of aptitudes:

Reasoning Development - must be able to apply with common sense understanding to carry out instructions furnished in written or oral diagrammatic form. Deal with problems involving several concrete variables in or from standardized situations.

Language - must be at a level that would normally read at a rate of 120 to 215 words per minute. Must be able to write compound and complex sentences using adjectives. Must be able to speak clearly and distinctly with appropriate pauses and emphasis. Bilingual preferred.

Math Development - must be able to add, subtract, multiply and divide.

Supervision Received

Supervision provided when necessary.

Work Environment

Works in normal office environment. Occasional need for exposure to fumes, chemicals, solvents, etc. Rare need to work outdoors, in confined spaces, or exposed to extreme temperatures.

Physical Requirements

- Have constant need (66% - 100% of time) for sitting, finger dexterity, and for typing or writing.
- Have occasional need (1% - 33% of time) for standing, walking, bending, stooping, squatting, grasping, gripping, or for driving or operating equipment.
- Have rare need (less than 1% of time) for climbing stairs, lying down, pushing/pulling, reaching above shoulders, or for climbing ladders.

Lifting/Carrying

- Have frequent need (33% - 66% of time) to lift/carry under 10 pounds.
- Have occasional need (1% - 33% of time) to lift/carry 10-25 pounds.
- Have rare need (less than 1% of time) to lift/carry 26-150 pounds.

Other

Ability to see details and to see beyond arm's length. Ability to hear and speak with other personnel to communicate effectively.

Optimum Qualifications

The successful candidate must meet the aptitude requirements listed in this description. Candidate should have at a minimum good English communication, organizational skills, and be able to provide exceptional customer service. Candidate must be able to read and write English. Candidate must be able to interact with clients in a courteous, pleasant, and helpful manner. Candidate must be able to deal with passengers from diverse

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backgrounds and individuals with special needs. The employee must work well with other employees and take directions from their immediate supervisor. The employee must be able to work a flexible schedule in a fast-paced environment. Candidate must have the ability to exercise good judgment and stay calm in emergency situations. Bilingual preferred.

I have read, understand and agree to perform the duties as outlined in this job description.

Employee's signature

Date

Supervisor's signature

Date



Brazos Transit District

Applicant Acknowledgement

I _____ acknowledge that I have received a copy of the job description for the Call Center Supervisor for Brazos Transit District. I further acknowledge that I have read the job description and have been given the opportunity to ask any questions I may have regarding the duties, both physical as well as mental for this job. Based on the information provided me on the job description, I hereby attest to the following:

Yes _____

I can meet the minimum physical and mental requirements of the job as outlined on the job description.

No _____

Other (Please explain):

Applicant Signature

Date



Brazos Transit District

Employee Acknowledgement

I _____ acknowledge that I have received a copy of the job description for the Call Center Supervisor for Brazos Transit District. I further acknowledge that I have read the job description and have been given the opportunity to ask any questions I may have regarding the duties, both physical as well as mental for this job. Based on the information provided me on the job description, I hereby attest to the following:

Yes _____

I can meet the minimum physical and mental requirements of the job as outlined on the job description.

No _____

Other (Please explain):

Employee Signature

Date