The State Road & Tollway Authority (SRTA) is in search of an Assistant Customer Service Center Manager to become part of the Customer Service Center team. If you are an effective leader and problem solver, with customer focus, and possess a “team” mentality, we’d like to speak with you concerning your next career choice.

**Job Summary**

Under limited supervision of the Customer Service Center Manager, develops, implements, and monitors the performance of various strategies within the State Road & Tollway Authority (SRTA) Customer Service Center (CSC). Assists the Customer Service Center Manager by ensuring the proper execution of tasks to be performed in the Customer Service Center, by assigning and monitoring task completion, tracking goals and giving feedback to the Customer Service staff, and by driving metrics through utilizing Key Performance Indicators (KPI) to track and target goals. Also, responsible for the daily operational functions of all satellite Peach Pass/Xpress retail locations. The position will work across the organization to identify and recommend new processes or revisions of processes for implementation to ensure the highest possible levels of customer satisfaction service delivery. Demonstrates a clear understanding of how to build customer loyalty and measure business results to communicate and motivate employees.

**Responsibilities**

- Assists in the management of SRTA’s Customer Service Center
- Develops and implements strategies to accomplish departmental goals and Key Performance Indicators
- Assesses efficiency of assigned work units. Develops and implements process improvements and operational changes designed to improve the effectiveness and efficiency of the CSC
- Manages human resource and employee relations functions
- Maintains a consistent, high quality, customer-focused orientation when conducting business and providing services or products to clients, the general public and other external customers
- Interacts with upper levels of management and submits status reports, recommendations and problem alerts
• Maintains a high level of job skills by attending and completing various seminars and training courses and reading appropriate literature and communicates this knowledge to others as required
• Maintains knowledge of current trends and developments in the field by reading appropriate books, journals and other literature and attending related seminars, conferences and the like and applies pertinent new knowledge to job
• Participates in policy, procedure, and processes development. Manages and participates on development teams, proposes drafts, and/or reviews current policies, procedures, and processes to recommend changes
• Provides and supports leadership efforts by actively participating as management team member to establish and accomplish goals and objectives
• Performs other duties as assigned by Management

Minimum Qualifications:
Completion or a Bachelor’s degree from an accredited college or university in a related field and three (3) years of experience managing professional level staff OR five (5) years related professional experience, three (3) years of which was managing professional level staff in a broad variety of customer service functions requiring coordination of multiple products and/or services. Must be highly organized, possess excellent written, organizational, and decision-making and problem resolution skills, ability to multi-task and work in a fast-paced environment. Has a high energy level and a willingness to work as a team player is required. Applicants must possess SRTA’s core values of Integrity, Collaboration, Innovation, Customer Focus, and Diversity.

Preferred Qualifications:
Relevant experience in the transportation, transit or tolling industry. Demonstrated ability to grasp technical and complex concepts and clearly explain these staff and internal and external customers. Strong interpersonal acumen, including team and communication skills with a customer focus.

To Apply For This Position
Interested applicants should submit a completed application, along with a resume, via the Team Georgia Careers portal, the official State of Georgia career website used by SRTA, at http://team.georgia.gov/careers/, by Tuesday, December 12, 2017.

Due to the volume of applications received by this office, we are unable to provide information on application status by phone or e-mail.

Applicants who are selected for an interview will be contacted to arrange an appointment for an interview.

Applicants who are not selected for an interview will not receive notification.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The State Road and Tollway Authority reserves the right to close this recruitment process at any time during the announcement period once a sufficient, qualified applicant pool has been identified.
Company Information

SRTA is an independent Authority created by the Georgia General Assembly to operate tolled transportation facilities and act as the transportation financing arm for the State of Georgia. SRTA operational brands include Peach Pass and Xpress. Visit our website at www.srta.ga.gov for more information.

SRTA is an Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, national origin, sex (including gender identity, sexual orientation, and pregnancy), age, genetic information, disability, veteran status, or other protected class.