



TRI DELTA TRANSIT Opportunity

CUSTOMER SERVICE and MARKETING ASSOCIATE

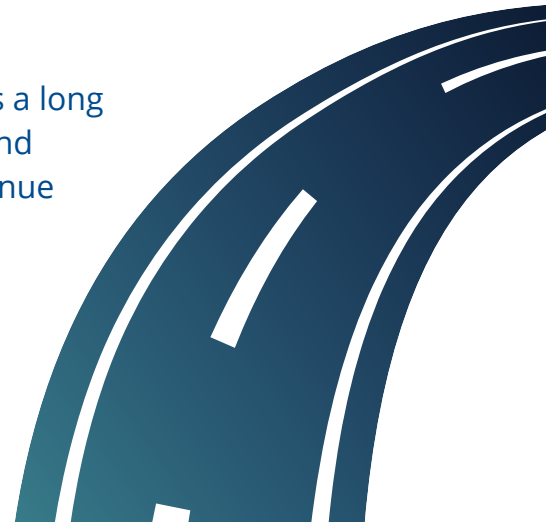
Eastern Contra Costa Transit Authority (ECCTA), operating as Tri Delta Transit, was formed in the San Francisco Bay Area in 1977 as a Joint Powers Agency (JPA). As an essential service, Tri Delta Transit has provided public transportation to the communities we serve ever since.

The agency is centrally located 40 miles east of San Francisco, one hour south of the Napa Wine Country, and approximately one hour from three major airports. This beautiful area is comprised of 65 national and local parks, thriving sport and recreational waterways, hiking and biking trails, historic downtowns, along with art and culture centers. Tri Delta Transit provides a rare opportunity to live and work locally, as eastern Contra Costa County is the chosen Bay Area location to raise a family due to the schools and reasonable housing prices.

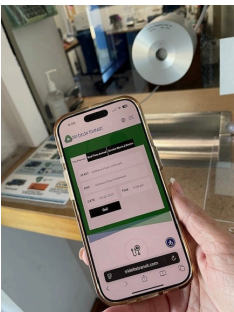
Currently Tri Delta Transit has an annual budget of \$41 million. Tri Delta Transit has provided, at times, nearly two million trips a year to a population of approximately 315,000 residents in the 225 square miles of eastern Contra Costa County. The agency operates 16 fixed-routes on weekdays, six on weekends, senior and paratransit services, non-emergency medical transportation (NEMT), and an on-demand shuttle service, "Tri MyRide". Tri Delta Transit operates maintenance in-house, but contracts with Transdev for the operation of the transportation fleet.

As one of the 27 public agencies in the Bay Area, Tri Delta Transit has a long standing focus on providing innovative integrated mobility options and of meeting the needs of the riders served. Tri Delta Transit will continue to move transportation into the future.

**BE ON THE ROAD
TO A GREAT NEW CAREER!**



Salary Range: \$40,223 - \$85,618, excellent benefits



ESSENTIAL DUTIES:

Under the direction of the Manager of Customer Service and Marketing:

- Provide direct and telephone assistance to customers in the resolution of complaints, comments, suggestions, transportation needs, etc.
- Facilitate the Ticket Location program with the goal of expanding locations.
- Assist Manager of Customer Service and Marketing with internal and external marketing-related activities. Take the lead on internal events.
- Work on customer related activities such as rider surveys, inventory of bus stops and signage, and distributing important information.
- Assist Manager of Customer Service with identifying riders and customers who may be a part of TDT campaigns, telling our story, social media posts, and transit champions.
- Post events, detours, and campaigns on social media and alert systems as needed
- Support general front office activities such as answering telephones, assisting walk-in customers, issuing Clipper Cards, on-site ticket sales, etc.

IMPORTANT

Adaptability:

Involves working flexible hours including weekends, nights and holidays depending on agency needs. Manager will, in most cases, provide advance warning and work with Associate on hours/schedules.

MINIMUM QUALIFICATIONS**Education:**

Completion of an Associate's Degree or equivalent in an appropriate discipline is preferred. Experience in a related field may be substituted for education on a year-for-year basis.

Experience:

Two years of work experience in customer service, marketing, communication, or a closely related field desired. Experience speaking to groups is desired.

Knowledge and Skills:

Basic knowledge of public transportation and its role in the community. Good public relations skills such as strong written and verbal skills are required. Must be proficient in Microsoft Word, and Excel. Must have some knowledge of social media applications. Graphic skills a plus. Spanish speaking a plus. Experience speaking to groups, as well as developing public information desired. Must be able to perform well under challenging circumstances and maintain professionalism with the public. Ability to prioritize work and complete tasks without direction with a commitment to accuracy, strong organizational skills, and a flexible attitude.

EXAMPLES OF DUTIES:

- Take, investigate, respond to customer complaints and inquiries.
- Represent Tri Delta Transit at community events as assigned
- Assist with website maintenance
- Assist with alerts for detours, system changes and so forth
- Administer Class Pass program and plan Class Pass trips as needed
- Oversee distribution of schedules in the community
- Communicate bus stop changes and repair requests to facilities
- Coordinate and run internal employee events
- Organize and distribute employee birthday and anniversary cards
- Order food for employee events/meetings
- Other duties as assigned

CUSTOMER SERVICE and MARKETING ASSOCIATE



View a description of our
generous benefits package below.

Apply at:

To be considered for this opportunity, submit your application and resume to HR@eccta.org.

APPLICATION DEADLINE:

**Applications and resumes will be accepted until
Friday, June 13th at 5:00 pm PST.**

Confidential inquiries should be directed to Human Resources by calling 1-925-754-6622.



TRI DELTA TRANSIT

801 Wilbur Avenue
Antioch, CA 94509
1-925-754-6622
www.trideltatransit.com

ECCTA is an equal
opportunity/access/
affirmative action/
pro-disabled and
veteran employer.



BENEFIT	WHEN ELIGIBLE	COST	HIGHLIGHTS
Medical Insurance	First day of the month following 60 days of employment	100% Employer paid for Kaiser plan for employee & eligible dependents. Employee pays premium difference for other plans.	<ul style="list-style-type: none"> Comprehensive coverage through California Choice company.
Dental Insurance	First day of the month following 30 days of employment	Employer paid	<ul style="list-style-type: none"> Comprehensive coverage through Best Life plan.
Vision Insurance	First day of the month following 30 days of employment	Employer paid	<ul style="list-style-type: none"> Comprehensive coverage through VSP plan.
Life Insurance	After 6 months	Employer paid	<ul style="list-style-type: none"> 1x annual base pay
Long Term Disability	After 6 months	Employer paid	<ul style="list-style-type: none"> Includes short term disability coverage
Holidays (11)	Immediately	Employer paid	<ul style="list-style-type: none"> Actual/Observed
Paid Time Off	After 90 days	Employer paid	<ul style="list-style-type: none"> Hire date to 5 years of service- 8.63 hours earned/pay period. Hours increase every five years of service.
State Disability Insurance	After 6 months	Employer paid	<ul style="list-style-type: none"> Employee portion paid
Workers' Compensation	Immediately	Employer paid	<ul style="list-style-type: none"> Automatically
Retirement Savings Plan	After 6 months	4% Employee contribution/ 12% Employer contribution. ECCTA contribution amount increases every ten years of service.	<ul style="list-style-type: none"> Can contribute up to IRS maximum Income tax advantages Choice of investment options Will accept rollover contributions from a qualified plan

NOTE: All original appointments to regular full-time positions shall be tentative and subject to an initial probationary period of six (6) months.

Descriptions of these plans do not include the important legal definitions or limitations that are in plan documents or plan contracts governing your benefits. Therefore, this summary does not replace those legal documents and in case of conflict, those legal documents govern your benefits. Since further conditions affecting Tri Delta Transit cannot be foreseen, Tri Delta Transit reserves the right to amend or terminate the plans at any time, subject to notice. Although any change in a plan or the termination of a plan will not affect the benefits paid to plan members before the date the plan was changed or ended, such change may result in reduced levels of benefits or benefit coverage, after the effective date of any such change.