



OMNIRIDE

Employment Opportunity

OmniRide, a public transportation agency located in Prince William County, Virginia, is seeking a professional to fill the position of **Customer Experience Manager**.

The Customer Experience Manager is responsible for ensuring all customer service aspects of the OmniRide suite of services meets or exceeds the expectations of customers and the Chief Executive. This position oversees the call center performing intermediate administrative work managing and planning department personnel and activities, creating and managing staff schedules, developing reports and reviews, maintaining records and files, and related work as apparent or assigned.

This position collaborates with various Operations, Planning, Information Technology and Marketing staff on a variety of service and communication aspects of the agency. They interact with customer facing static information and technology to ensure accuracy and ease of use. The Manager also interfaces directly with customers via phone, email, or in person at bus stops, transit hubs and on-board vehicles. The Customer Experience Manager provides direction and support to the department's Transportation Support Associates (TSA) and Front Desk Receptionist staff, continuous supervision is exercised over all personnel within the team.

Required Education/Experience: Any combination of education and experience equivalent to a bachelor's degree is preferred. The Manager must have experience that documents a willingness to provide excellent Customer Service, both in-person and on the telephone, and must enjoy working with the public. Demonstrated effective communication skills, oral and written, are essential. Ability to read maps and knowledge of local street geography is desired. An aptitude for analytic problem solving and working with multiple computer programs is required, and significant knowledge of Microsoft Office software is highly desirable.

Starting salary range is \$65,996- \$85,795 depending on experience, plus attractive benefits. Employment subject to background check and fingerprinting. PRTC is a drug-free workplace. EOE.

Applicants can find the full position description and must apply at:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=b11579ee-22ab-4ba6-ba89-2eb8bd0b5634&cclId=19000101_000001&lang=en_US