



Job Title: Customer Experience and Contract Compliance Manager  
Department: Administration and Operations  
Reports To: Director of Administration and Operations/COO  
FLSA Status: Exempt  
Prepared Date: 5/4/2020  
Pay Grade: 12  
Salary Range: \$55,000 - \$87,514

**DEFINITION:**

Under direction from the Director of Administration and Operations/COO, this position has the responsibility for overseeing The COMET's customer facing programs, including the oversight of the customer call center, COMET Central, monitoring contracted transit operations and act as a liaison between The COMET and the customer facing contracts currently under contract to The COMET. This position would provide the "eyes and ears" for The COMET and coordinate activity between the contractors' operations teams, The COMET departments, and the bus riding passengers. This position would work closely with The COMET's customer facing contractors and identify actions needed to improve overall service quality. The position will also supervise the customer call center and COMET Central activities.

This position will also coordinate efforts related to safety, security and fixed facilities owned or controlled by The COMET and coordinate any necessary compliance related activities such as National Transit Database, safety, security and asset management/tracking with Federal Transit Administration (FTA) by the service providers with the Finance and Regulatory Compliance Department.

**DISTINGUISHING CHARACTERISTICS:**

Under direction from the Director of Administration and Operations/COO, perform a variety of administrative and operations support functions with a high level of independence and initiative. The primary focus is enhancing the customer experience on The COMET while ensure the customer facing contractors are operating in compliance with their respective contracts. The incumbent is responsible for reviewing and monitoring all customer facing contracts to ensure that The COMET and those customer facing contractors are in compliance with terms outlined in their agreement – both operationally and financially.

**EXAMPLES OF DUTIES AND RESPONSIBILITIES:**

The duties listed below represent the various types of work that may be performed. The omission of specific statements of duties does not exclude them if the work is related or a logical assignment to this class.

- Oversees The COMET customer experience programs, including oversight of the customer

call center, COMET Central and all The COMET's customer facing contracts which include transit operations, security, police, landscaping, and facility maintenance

- Develop and administer contract monitoring plans and prepares monthly contract monitoring reports for all assigned contracts related to customer experience.
- Monitor and evaluate contractor performance; directs contractor in providing service.
- Assist contractor in developing corrective action plans for areas of deficiency; monitor and report progress to ensure all deficiencies are resolved.
- Perform audits of contractor records, as needed, to ensure contract compliance.
- Review invoices from contractors and authorize payment accurate expenses and in compliance with the contract, including assessment of applicable penalties, incentives, or damages.
- Collects, reviews, analyzes, and prepares monthly performance measurement reports for contracted transit services.
- Identifies and notifies management of potential operational, legal, and financial issues and recommends solutions to address the issues.
- Maintains precise documentation of contractual records and retention of resolutions for future occurrences.
- Coordinates regular meetings with contractor staff to discuss service performance and other as needed items.
- Monitors service quality through comments submitted by passengers; coordinates with contractor staff to ensure effective adherence to comment investigation and resolution policies and procedures.
- Coordinates with contractor staff to ensure effective communication; monitors service effectiveness and prepares correspondence to report effects on service delivery.
- Review for improvement areas and develops ways to improve the efficiency of the service; identify service needs and work with The COMET and contractors to evaluate and adjust service for maximum efficiency and cost effectiveness by recommending route changes and service levels.
- Oversee implementation of route and service change levels.
- Determine quality of service and most appropriate way to resolve issues. Direct contractor in emergency response situations as needed.
- Serve on the contract negotiation team.
- Represent The COMET at various outside agency functions related to safety, security, and emergency operations. Ensure that The COMET transit related issues are effectively represented.
- Finalize federal reporting requirements by analyzing, reviewing, and identifying discrepancies in data submitted by contractors and ensure report timelines are met by The COMET. Respond to inquiries from federal agencies regarding the report data and coordinated with the Regulatory Compliance and Finance Departments.
- Develops and supports The COMET's safety culture by following safety and security policies, considering safety in every action and reporting safety and security concerns.
- Coordinates technology use by the contractors and ensures proper usage and compliance with technology.
  - Perform research and analysis on special projects.
  - Performs other duties as assigned.

### Knowledge of:

- Transit operations and state and federal transit regulations.
- Federal ADA transportation rules and regulations.
- Research methods and data analysis techniques.
- Principles and practices of sound business communication.
- Human resources policies and procedures and labor contract provisions
- Safety, security and emergency operations.
- The diverse language needs of The COMET's customer base.
- Principles and practices of effective customer service.
- Principles of project management.
- Current applicable computer software, Microsoft Office Suite, including Word, Access, PowerPoint, and especially Excel.
- Management skills including ability to hold others and self-accountable, to make difficult decisions when necessary, to focus on results, to analyze data, and to plan, develop, and implement formal work plans.
- Managing strategies and project coordination.
- Solving problems and understanding organization and acting as a facilitator.

### Ability to:

- Understand local, South Carolina and Federal vehicle laws and codes.
- Demonstrate excellent research, analytical and investigative skills, with exceptional attention to detail.
- Use and follow updated technology.
- Work independently and in a team-oriented environment.
- Interpret, analyze, and apply laws, rules, and regulations relating to transit operations and ADA.
- Understand and follow oral and written instructions.
- Establish and maintain effective customer-focused working relationships with all levels of The COMET management, employees, employee organizations and their representatives, other governmental officials, community groups, and the public.
- Effectively address, investigate, and resolve complaints and issues of concern to customers in a tactful and courteous manner under stressful circumstances.
- Manage and streamline multiple, concurrent administrative assignments, while balancing competing priorities.
- Communicate clearly and effectively, both orally and in writing; persuade, justify, and project consequences of decisions and/or recommendations.
- Take initiative, reason logically, and be creative in developing and introducing new ideas.
- Build effective interpersonal working relationships with staff, peers, Board, public, and financial counterparts.
- Make sound decisions consistent with The COMET's goals and strategic business plan.
- Promote and implement the vision, mission, and core values of The COMET.
- Work in an environment requiring strong discipline and attention to detail.
- Analyze and evaluate complex operational problems, recommend, and implement alternative solutions to complex issues.

- Develop policies and procedures to improve the operations and functions of The COMET.
- Effectively represent The COMET before the Board of Directors, City & County Councils, and other Federal, State, local, and regional agencies, Boards and Commissions, and in public meetings and hearings.
- Prepare clear, concise, and comprehensive correspondence, reports, studies, and other written materials.
- Exercise sound, expert independent judgment within general policy guidelines.
- Exercise tact, discretion, and diplomacy in dealing with sensitive, complex, and confidential issues and situations.
- Maintain confidentiality of information.
- Recognize and respect limits of authority and responsibility.

#### **MINIMUM QUALIFICATIONS:**

##### **Education, Training and Experience:**

Bachelor's Degree in Management, Public Administration, Business, Transportation Planning, or related field.

#### **AND**

Three (3) to five (5) years of professional experience in transit operations, transit management, contract administration or related field.

NOTE: Familiarity with transit or transportation system activities and functions is highly desirable. Experience in a public organization is preferred.

An equivalent combination of education, experience, and training that demonstrates the required knowledge, skills, and abilities necessary to effectively perform the duties and functions of this position may be considered.

#### **LICENSES AND CERTIFICATES:**

A valid Class D driver license and safe driving record is required at the time of application and at the time of appointment and must be maintained throughout employment. At the discretion of the Executive Director/CEO, the incumbent may be required to obtain a Class B driver license with air brakes and passenger endorsement within 90 days of being employed in the position.

#### **SPECIAL REQUIREMENTS:**

- Must be able to work extended hours as needed, often outside regular business hours as required by the Executive Director/CEO or Director of Administration & Operations/COO and the demands of the job.
- Must maintain strictest confidentiality.
- Must participate in professional development activities.
- Requires occasional travel.

#### **PHYSICAL AND MENTAL DEMANDS:**

The physical and mental demands described here are representative of those that must be met by

employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Physical Demands**

While performing the duties of this job, the employee is regularly required to sit, walk and stand; talk and hear; use hands to finger, manipulate, handle, feel or operate objects, tools or controls; reach with hands and arms; and perform repetitive movements of hands or wrists. The employee is regularly required to bend and twist at the neck, reach with hands and arms. Occasional standing, walking, overhead reaching and lifting up to 20 pounds unaided is required. Specific visual abilities required for this job include close vision, distance vision, and the ability to adjust focus. Some field work required and may result in wearing safety vests, being out in areas of active traffic performing inspections.

### **Mental Demands**

While performing the duties of this job, an employee uses written and oral communication skills; reads and interprets data, information and documents; analyzes and solves problems; uses math and mathematical reasoning; performs highly detailed work; deals with multiple concurrent tasks; and interacts collaboratively with others encountered in the course of work.

### **Language Skills**

Ability to read and comprehend instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information one-on-one and small group situations to customers, clients, and other employees of the organization. English required, bilingual a plus.

### **Reasoning Ability**

Able to apply common sense understanding to carry out detailed written or oral instructions. Ability to deal with problems involving several variables in standardized situations. Strong analytical skills are a must.

### **Computer Skills**

Experience with word processing, spreadsheets, Internet software, email and/or database software preferred. Microsoft Office skills are required.

### **Work Environment**

The employee works in an office environment where the noise level is usually quiet. May require availability to work a flexible schedule, including evenings and weekends. Primary working hours are Monday through Friday from 8:00 a.m. to 4:30 p.m., based off a 37.5-hour work week, excluding 13 holidays and one (1) floating holiday. Travel is minimal to conferences within and out of state, as well as meetings within Richland and Lexington Counties. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Safety Statement**

This is not a safety sensitive position and is not subject to Drug and Alcohol Testing as required

by the Federal Transit Administration.

**OTHER CONDITIONS OF EMPLOYMENT:**

Must pass requisite pre-employment drug screening, reference, and background check.

\*Adopted: May 2020

\*Job Family: Professional-Administration and Operations