



4735 West 150th Street, Suite A, Cleveland, OH 44135 | 216-265-1489 | www.RideSTC.org

JOB POSTING CALL CENTER SUPERVISOR

Since 2005, Senior Transportation Connection (STC) has provided comprehensive, coordinated, efficient and affordable transportation to seniors and adults with disabilities throughout Cuyahoga county. STC passengers experience transportation insecurity, a situation that arises because of their physical inability to drive a car, access public transportation, or afford to maintain their own car. For many of these individuals, STC's service is a lifeline, helping them live healthy and productive, independent lives. By 2030, the percentage of older adults in Cuyahoga County is expected to grow to 1/3 of the total population and STC will continue to ensure these residents make their medical appointments, senior center programs, and grocery store trips. STC provides these essential services to residents of the 30 communities and organizations.

Early in its organizational maturity, STC is on solid ground with strategic priorities in place, a happy and committed staff, and a diverse and devoted Board of Directors. The organization seeks to hire a new Call Center Supervisor to join a leadership team poised to take the organization into its next stages of growth. The position is primarily weekdays, and the department staff is approximately 10. Total organizational size is under 100 employees. We offer a full complement of benefits, including easy and free parking.

Primary Responsibilities

Supervises and coordinates activities of call center and assigned administrative staff. Takes over calls when staff need assistance and troubleshoots matters as they arise. Serves as single point-of-contact for group and special trip arrangements. Ensures standards, policies and initiatives are met.

Ensures department staff receives appropriate orientation and training to deliver accurate and high-quality service. Monitors staff performance using both technical and managerial tools. Appropriately addresses areas of concern. Focuses on professional development to create pipeline of fully trained and motivated team members.

Tracks call volume, trips, cancellations, complaints, revenue and other trends for analysis, then recommends action steps and course corrections as appropriate. Evaluates client and community needs on an ongoing basis and recommends updates to standards, policies and practices as appropriate.

Ensures monthly billing and routine banking are performed accurately and on time. Produces assigned routine and ad hoc reports accurately and in a timely fashion.

Participates in annual budgeting process. Ensures departmental budget is maintained appropriately. Anticipates and reports variances quickly, and provides suggested course corrections.

Establishes and maintains effective working relationships with community partners, suppliers and government agencies. Serves as organizational point-of-contact as assigned.



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Serves as liaison to Board of Directors and committees as assigned. Actively participates in assigned board and committee meetings. Keeps Executive Director updated on departmental activities to ensure s/he is prepared for board communications.

Performs all other duties as assigned.

Qualifications

High school diploma or equivalent required. College degree highly desirable. Major in transportation management or logistics, or business management strongly preferred.

Minimum three (3) years' experience supervising staff delivering telephone and/or in-person customer service required. Experience supervising call center operations highly desirable. Budgetary and reporting responsibilities a plus.

Must demonstrate effective organizational and analytical skills, with ability to prioritize quickly and with agility.

Must demonstrate effective relationship-building skills. Experience developing and delivering training programs a plus.

Must demonstrate basic proficiency with Microsoft Office Suite applications, and demonstrate ability to learn transit-related software applications.

All final candidates will be subject to a criminal background check and drug/alcohol screening prior to hire.

Senior Transportation Connection is an EEO Employer

To Apply:

Interested applicants should send a **resume with cover letter** to **HR@RideSTC.org**. Be sure to reference **how you heard about** the opening and your **salary requirements**.

Resumes must be received by April 12, 2024.