

**Eastern Contra Costa Transit Authority (Tri Delta Transit)
Job Announcement**

MANAGER OF CUSTOMER SERVICE AND MARKETING

Salary: \$80,388+ DOQ

Full time – excellent benefits

ESSENTIAL FUNCTIONS

Under the direction of the Chief Executive Officer:

- Design, organize, and conduct long- and short-range marketing studies and evaluate the effectiveness of ECCTA's transit marketing programs
- Manage customer-facing functions
- Develop and maintain a visible public relations program
- Develop and manage internal marketing program aimed at ECCTA employees and contract employees who represent ECCTA in the community
- Serve as POC for marketing-related needs for outside vendors and internal departments
- Develop marketing strategies for projects, including websites and social media
- Manage and be responsible for evaluating the performance of the following positions:
 - Customer Service Associate
 - Receptionist

MINIMUM QUALIFICATIONS

Education:

Completion of a Bachelor's Degree or equivalent in an appropriate discipline such as planning, marketing, public administration or a closely related field. Experience in a related field may be substituted for education on a year-for-years basis.

Experience:

Seven years of work experience in marketing, public administration, communication, public information or a closely related field desired. Some of the experience must have involved speaking to groups as well as developing public information. Two years experience supervising at least one employee.

Knowledge and Skills:

Basic knowledge of public transportation and its role in the community. Must be proficient in Microsoft Word, Excel, PowerPoint, Google analytics and web analysis. Experience with web development desired. Should have good public relations skills and creative talent in the area of public information dissemination. Strong written and verbal communication skills are required. Ability to prioritize work and manage without direction. Have a commitment to accuracy. Have strong organizational skills and a flexible attitude that can accommodate a dynamic environment.

FILING The minimum qualifications as stated on this job announcement represent only the basic requirements of the position. Meeting the minimum qualifications does not guarantee that a candidate will be invited to participate in other segments of the selection process.

TO APPLY Please submit a cover letter, resume, and completed employment application to ECCTA's Administrative Office to the attention of Joe Chappelle at Tri Delta Transit, 801 Wilbur Avenue, Antioch, California, 94509, between Monday and Thursday, 7:00 am to 6:00 pm and Friday, 8:00 am to 5:00 pm. Employment applications can be found at <https://trideltatransit.com/employment.aspx>.

Tri Delta Transit is an equal opportunity employer.