



TRI DELTA TRANSIT Opportunity

CUSTOMER SERVICE and MARKETING ASSOCIATE

Eastern Contra Costa Transit Authority (ECCTA), operating as Tri Delta Transit (TDT), 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 \$34 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 11 fixed-routes on weekdays, five 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 Keolis 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!**



Expected Salary Range: \$40,223 - \$62,000 + 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, and transportation needs, etc.
- Take part in planning, creating, and executing social media strategies and materials to achieve agency goals.
- Assist Manager with identifying riders and customers who may be a part of TDT campaigns, telling our story, social media posts, and transit champions.
- Create and post events, detours, and campaigns on social media and alert systems as needed.
- Perform outreach duties for booth events, public speaking engagements, and rider education and training opportunities.
- Assist with creating and facilitating internal events and programs.
- Work on customer related activities such as rider surveys, inventory of bus stops and signage, and distributing important information.
- Support general front office activities such as answering telephones, assisting walk-in customers, issuing Clipper Cards, on-site ticket sales, Lost and Found, etc.
- Perform the physical requirements as listed on the job description.

IMPORTANT

This is an on-site position, but will require some off-site work. The position also involves working flexible hours including weekends, nights and holidays depending on agency needs. Manager will, in most cases, provide ample advance warning and work with Associate on hours and schedule.

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 interest in and knowledge of public transportation and its role in the community.
- Good public relations skills such as strong written and verbal skills are required.
- Must have some knowledge of social media applications. Content creators or influencers a plus.
- Must be proficient in Microsoft Word, and Excel.
- Canva graphic and video editing skills a plus.
- Spanish speaking a plus.
- Experience speaking to groups or willingness to learn 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.
- Flexible work schedule required.



EXAMPLES OF DUTIES

SOCIAL MEDIA

- Collaborate to identify, create, and implement social media campaigns to help drive ridership, awareness of services, agency programs and rider experience assets for key audiences including commuters, youth, and general public.
- Assist Manager with identifying riders and customers who may be a part of TDT campaigns, telling our story, social media posts, and transit champions.
- Maintain organized libraries of marketing assets, templates, videos, and brand materials.

OUTREACH

- Represent Tri Delta Transit at booth events, public speaking engagements, rider education, training opportunities, and other opportunities as needed.
- Assist with research and surveys that will be the basis of strategic planning, annual reports, and the Customer Experience Action Plan.
- Create rider communications as needed. Assist in monitoring agency assets to ensure information is current in the various locations.

INTERNAL EVENTS

- Help create, plan, and facilitate themed internal events/meetings, including ordering food and supplies, set up, clean up, and so forth.
- Organize and distribute employee birthday and anniversary program.
- Work with Manager on monthly internal newsletter.

ADMINISTRATIVE

- Take, investigate, and respond to customer complaints and inquiries.
- Oversee and manage commendation program and contractor incentive programs.
- Assist with website maintenance.
- Act as lead in administering 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.
- Oversee and facilitate Ticket Connection program and distribution of bulk ticket sales.
- Communicate Tri Delta Watch reports to appropriate departments, such as repair requests to Facilities.
- Other special projects and 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, October 16, 2026 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.	• Comprehensive coverage through California Choice company.
Dental Insurance	First day of the month following 30 days of employment	Employer paid	• Comprehensive coverage through Best Life plan.
Vision Insurance	First day of the month following 30 days of employment	Employer paid	• Comprehensive coverage through VSP plan.
Life Insurance	After 6 months	Employer paid	• 1x annual base pay
Long Term Disability	After 6 months	Employer paid	• Includes short term disability coverage
Holidays (11)	Immediately	Employer paid	• Actual/Observed

BENEFIT	WHEN ELIGIBLE	COST	HIGHLIGHTS
Paid Time Off	After 90 days	Employer paid	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	Employee portion paid
Workers' Compensation	Immediately	Employer paid	Automatically
Retirement Savings Plan	After 6 months	4% Employee contribution/ 12% Employer contribution. ECCTA contribution amount increases every ten years of service.	- 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.