King County

CUSTOMER SERVICES SPECIALIST III
DEPARTMENT OF TRANSPORTATION/TRANSIT DIVISION
RIDEMATCH/VANPOOL PROGRAM - RIDESHARE OPERATIONS
Hourly Rate: $17.66 – $21.35
Job Announcement: 05RC5419
OPEN: 8/22/05 CLOSE: 9/2/05

WHO MAY APPLY: This position is open to the general public. We plan to create an eligibility list from this posting, from which the current vacancy as well as other vacancies that could arise during the following 12 months may be filled.

WHERE TO APPLY: Required forms and materials **must** be sent to: **201 S. Jackson Street, M.S. KSC-TR-0419, Seattle, WA 98104** or hand-delivered to **Career and Employment Center** at 201 S. Jackson Street. Application materials must be received **by 4:00 p.m. on the closing date**. (Postmarks are NOT ACCEPTED.) Contact Ralph Cady at (206) 263-4782 or by email at ralph.cady@metrokc.gov for further inquiries. ***PLEASE NOTE:*** Applications not received at the location and by the closing date and time specified above will not be processed.

FORMS AND MATERIALS REQUIRED: A King County application form and data sheet, résumé, letter of interest describing your interest in the position and how you meet or exceed the requirements, and answers to the supplemental questionnaire and application survey attached to the end of this announcement are required.

WORK LOCATION: Yesler Building, 400 Yesler Way, Seattle

WORK SCHEDULE: The normal workweek is 40 hours, Monday through Friday, 8:00 a.m. to 5:00 p.m. with occasional exceptions to this schedule. The position is subject to Fair Labor Standards Act regulations and is therefore eligible for overtime pay.

PRIMARY JOB DUTIES INCLUDE: This position provides carpool and vanpool information to commuters and solicits participation in the state Ridematch Program by phone, email and in person. This position works directly with the Vanpool Program and Ridematch Program staff to ensure seamless delivery of ridesharing services and information to participating commuters. Work may be performed at multiple worksites.

- Utilize strong interpersonal communication skills, program knowledge, information technology and sales methods to inform, qualify and motivate customers to participate in HOV commute options programs.
- Provide customers with program-specific information regarding established policies, procedures, codes, and regulations for commute services provided by King County Metro.
- Use telephone and electronic communications to promote Rideshare programs. Provide referrals to other appropriate staff as necessary.
- Attend employer transportation events and make presentations to varied audiences to explain commute options and to solicit participation in rideshare programs.
- Create, maintain, modify, and retrieve information essential to the operation of product and program databases for rideshare services.
- Coordinate with agency management, project team members and employer representatives to fully support Rideshare Operation's objectives.

MINIMUM QUALIFICATIONS: The required knowledge, skill, and abilities are typically earned with one (1) or more years of increasingly responsible public relations, sales or marketing experience.

- Excellent customer service skills.
- Ability to manage multiple tasks while maintaining effectiveness and efficiency.
- Ability to work with a diverse group of individuals.
- Proficiency in the use of personal computers, MS Word, Excel, Internet, E-mail and MS Access, with an emphasis on data management and keyboarding skills.
- Ability to use persuasive communication techniques to sell ridesharing products and services to customers.
- Excellent oral and written communication skills, including ability to make effective presentations to groups.
- Ability to work with minimal supervision and to meet deadlines.

NECESSARY SPECIAL REQUIREMENTS:

- A valid Washington State driver's license or the ability to travel to locations with limited or no public transportation services.
- Ability to load a display box weighing up to 40 pounds into the back of a van on an occasional basis.

SELECTION PROCESS: Application materials will be screened for qualifications, clarity, and completeness. Qualified candidates will be contacted for further testing that will include Word, Excel, Access, keyboarding speed and basic math. The most competitive candidates may be invited for an interview.

UNION MEMBERSHIP: Positions in this classification will be represented by I.F.P.T.E Local 17 Union – Rideshare Unit.

CLASS CODE: **431402**

SUPPLEMENTAL QUESTIONNAIRE
CUSTOMER SERVICES SPECIALIST III 05RC5419

The following items address important elements of this position, and the information you provide will help to determine your eligibility for further consideration. Limit your response to no more than one typed page per question. Please write your name on each page you submit.

1. Describe your experience in public relations, sales or marketing. Include a description of a specific experience of yours that illustrates your ability to influence another person verbally. You may use an example that involves changing an attitude, selling a product/idea or being persuasive.

2. Being skillful in dealing with co-workers on the job is an important factor in being productive. Describe a time when you were successful in dealing with another because you built a trusting and harmonious relationship.

3. Describe how your work experience demonstrates your ability to work with minimal supervision and meet deadlines.

4. Complete the following 4 page Personal Computer and Application Use Survey. The information you provide on the survey will help determine how your current computer use skills and familiarity with various software applications match the daily work tasks performed in this position.

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The information you provide on this survey will help determine how your current computer use skills and familiarity with various software applications match the daily work tasks performed in this position. Please write your name on each page you submit.

Spreadsheets

Microsoft Excel	Frequency of Use (check one)	Type of Use (check all that apply)	Other Techniques (check all that apply)
	☐ Daily ☐ Weekly ☐ Monthly ☐ Do Not Use ☐ Familiar With, But Do Not Use	☐ Opening, Saving, Closing ☐ Creating/Designing Spreadsheets ☐ Editing Worksheets ☐ Formatting Worksheets ☐ Printing Worksheets ☐ Using Formulas	☐ Working With Multiple Spreadsheets ☐ Writing And Using Macros ☐ Creating/Using A Worksheet Database ☐ Analyzing and Reporting Information ☐ Creating/Formatting/Printing Charts
	Frequency of Use (check one)	Type of Use (check all that apply)	Other Techniques (check all that apply)
Other - Specify	☐ Daily ☐ Weekly ☐ Monthly ☐ Do Not Use ☐ Familiar With, But Do Not Use	☐ Opening, Saving, Closing ☐ Creating/Designing Spreadsheets ☐ Editing Worksheets ☐ Formatting Worksheets ☐ Printing Worksheets ☐ Using Formulas	☐ Working With Multiple Spreadsheets ☐ Writing And Using Macros ☐ Creating/Using A Worksheet Database ☐ Analyzing and Reporting Information ☐ Creating/Formatting/Printing Charts
	Frequency of Use (check one)	Type of Use (check all that apply)	Other Techniques (check all that apply)
Other - Specify	☐ Daily ☐ Weekly ☐ Monthly ☐ Do Not Use ☐ Familiar With, But Do Not Use	☐ Opening, Saving, Closing ☐ Creating/Designing Spreadsheets ☐ Editing Worksheets ☐ Formatting Worksheets ☐ Printing Worksheets ☐ Using Formulas	☐ Working With Multiple Spreadsheets ☐ Writing And Using Macros ☐ Creating/Using A Worksheet Database ☐ Analyzing and Reporting Information ☐ Creating/Formatting/Printing Charts

Databases

Microsoft Access	Frequency of Use (check one)	Type of Use (check all that apply)	Other Techniques (check all that apply)
	☐ Daily ☐ Weekly ☐ Monthly ☐ Do Not Use ☐ Familiar With, But Do Not Use	☐ Opening/Closing Database ☐ Viewing/Editing/Deleting Data ☐ Finding And Sorting Data ☐ Printing Reports ☐ Calculating Totals ☐ Importing/Exporting/Attaching Data	☐ Designing Databases ☐ Creating/Running Queries ☐ Creating Forms ☐ Creating Reports ☐ Creating/Using Macros ☐ Creating and Printing Mailing Labels
Other - Specify	Frequency of Use (check one)	Type of Use (check all that apply)	Other Techniques (check all that apply)
	☐ Daily ☐ Weekly ☐ Monthly ☐ Do Not Use ☐ Familiar With, But Do Not Use	☐ Opening/Closing Database ☐ Viewing/Editing/Deleting Data ☐ Finding And Sorting Data ☐ Printing Reports ☐ Calculating Totals ☐ Importing/Exporting/Attaching Data	☐ Designing Databases ☐ Creating/Running Queries ☐ Creating Forms ☐ Creating Reports ☐ Creating/Using Macros ☐ Creating and Printing Mailing Labels
	Frequency of Use (check one)	Type of Use (check all that apply)	Other Techniques (check all that apply)
Other - Specify	☐ Daily ☐ Weekly ☐ Monthly ☐ Do Not Use ☐ Familiar With, But Do Not Use	☐ Opening/Closing Database ☐ Viewing/Editing/Deleting Data ☐ Finding And Sorting Data ☐ Printing Reports ☐ Calculating Totals ☐ Importing/Exporting/Attaching Data	☐ Designing Databases ☐ Creating/Running Queries ☐ Creating Forms ☐ Creating Reports ☐ Creating/Using Macros ☐ Creating and Printing Mailing Labels

Word Processing

Microsoft Word	Frequency of Use (check one)	Type of Use (check all that apply)	Other Techniques (check all that apply)
	☐ Daily ☐ Weekly ☐ Monthly ☐ Do Not Use ☐ Familiar With, But Do Not Use	☐ Creating Documents ☐ Saving/Closing Documents ☐ Using Spell Check ☐ Formatting Text ☐ Printing Documents ☐ Making Tables And Columns	☐ Combining Text And Graphics ☐ Recording/Running Macros ☐ Using Mail Merge Features ☐ Linking And Embedding ☐ Inserting Info From Other Sources ☐ Using Indexes/Tables of Contents
	Frequency of Use (check one)	Type of Use (check all that apply)	Other Techniques (check all that apply)
Other - Specify	☐ Daily ☐ Weekly ☐ Monthly ☐ Do Not Use ☐ Familiar With, But Do Not Use	☐ Creating Documents ☐ Saving/Closing Documents ☐ Using Spell Check ☐ Formatting Text ☐ Printing Documents ☐ Making Tables And Columns	☐ Combining Text And Graphics ☐ Recording/Running Macros ☐ Using Mail Merge Features ☐ Linking And Embedding ☐ Inserting Info From Other Sources ☐ Using Indexes/Tables of Contents
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Other

Microsoft Exchange/Outlook	Frequency of Use (check one)	Type of Use (check all that apply)	Other Techniques (check all that apply)
	☐ Daily ☐ Weekly ☐ Monthly ☐ Do Not Use ☐ Familiar With, But Do Not Use	☐ Sending Messages ☐ Reading Messages ☐ Replying To Messages ☐ Deleting Messages ☐ Checking Spelling ☐ Attaching Files	☐ Viewing Faxes ☐ Creating Message Templates ☐ Working With Embedded Objects ☐ Finding Messages ☐ Creating Mail Groups ☐ Using Folders
Microsoft PowerPoint	**Frequency of Use (check one)**	**Type of Use (check all that apply)**	**Other Techniques (check all that apply)**
	☐ Daily ☐ Weekly ☐ Monthly ☐ Do Not Use ☐ Familiar With, But Do Not Use	☐ Creating Presentations And Slides ☐ Opening And Saving Presentations ☐ Working With Templates ☐ Creating/Changing Color Schemes ☐ Working With Objects ☐ Using Text On Slides	☐ Formatting text ☐ Using Text From Other Applications ☐ Drawing Objects ☐ Working With Imported Visuals ☐ Creating Graphs/Charts ☐ Creating Special Effects
Other Applications	**Frequency of Use (check one)**	**Type of Use (check all that apply)**	**Other Techniques (check all that apply)**
	☐ Daily ☐ Weekly ☐ Monthly ☐ Do Not Use ☐ Familiar With, But Do Not Use	☐ Using Windows File Manager ☐ Moving Around On The Network ☐ Opening Shared Network Files ☐ Savings Files To The Network	☐ Creating Directories/Sub-Directories ☐ Using DOSSHARE