



Anaheim Transportation Network Job Description

POSITION TITLE:	Service Ambassador
REPORTS TO:	Director of Operations & Compliance
DEPARTMENT:	Operations
FLSA STATUS:	Non-Exempt
SALARY RANGE:	\$21.00/hourly

Summary:

Under direct supervision, the Service Ambassador is responsible for overseeing day-to-day operational activities including operator performance, equipment, and tools to maximize service and productivity in compliance with local, state, and federal regulations and company policies. Performs a wide variety of internal and external operations tasks, including communications with operators, passengers, customers, external vendors, management, etc., monitor and maintain on-time operating performance, provide quality customer service, and coach operators and peers to maintain high levels of customer service, safety, and efficient service standards in support of company objectives.

Essential Duties and Responsibilities:

This list is not intended to be a complete listing of all the job duties required of this position, but to provide information on the general scope of the position.

- Provide supervision and coaching of peers and operators to ensure compliance with operating standards; Responsible for the check in process of all operators including adherence fitness for duty inspection, uniform and credential check and assignment of service vehicle
- Coordinate and monitor operator activities to keep service running on time through communication with peers, operators, contractor staff, dispatch and monitoring computer tracking systems.
- Handle all incoming calls and ensure timely responses to customers, vendors, operators, clients, etc.
- Track and report all operational incidents to ensure quality service standards
- Monitor crowd volume and make rotational adjustments to make sure guests do not wait on the curb
- Represent the company and department professionally and effectively with internal and external stakeholders, maintaining positive relations with operators, customers, vendors, , and the general public
- Ensures that all operators meet established service standards including customer service expectations; Assists in training of new employees, operators, and contractor staff in areas that include driving techniques, obtaining CDL, abiding by proper procedures, completing required forms, etc.
- Observes safety practices, communicates unusual occurrences, incidents, complaints, suggestions, or other matters that may impact the agency to appropriate staff
- Investigates and resolves unusual occurrences or circumstances, complaints and/or suggestions from customers
- Maintain a positive, empathetic, and professional attitude at all times; Investigates, resolves, and ensures prompt resolutions to complaints, special inquiries, and/or incidents
- Develop and maintain a working knowledge of key department systems and reporting, programs, and services (e.g., routes, fare structure, safety protocols, and standard operating procedures, etc.)



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- Contributes to a positive, healthy, and safe work environment; assists with disinfecting common areas throughout the day
- Create and maintain database files and records,
- Other duties as assigned

Qualifications/Requirements:

- Strong work ethic with ability to multi-task
- Ability to maintain a professional appearance
- Ability to work as part of a team and take direction
- Strong verbal and written communication skills
- Excellent customer service skills
- Ability to establish and maintain professional relationships with peers, customers, public officials, etc.
- Ability to remain calm in stressful situations and maintain a positive and professional attitude

Education and/or Experience:

- Minimum of 2 years of customer service experience
- A high school diploma or equivalent preferred
- Prior experience in transportation or related field preferred
- Proficiency in English required, bilingual preferred

Special Requirements:

- Availability to work varying shifts, hours, days, including holidays and weekends
- Must possess a valid California Driver's License and an excellent driving record (Upon Request, a Driving Record printout is required with application and must be current — within the 30 days of the printout)
- Ability to upgrade to a Class B driver's license with a passenger endorsement and air brakes certification, with no restrictions required
- Must provide proof of COVID-19 vaccination or valid medical/religious exemption
- Must provide proof of eligibility to work in the U.S.

Safety Sensitive: This position is considered safety sensitive and are subject to drug and alcohol testing, including but not limited to pre-employment testing, post- accident testing and random testing, under Federal Transportation Administration (FTA) drug and alcohol regulations, and U.S. Department of Transportation (DOT) regulations, 49 CFR Part 40 and Part 655. Please refer to the ATN Drug and Alcohol Policy Manual for additional information

Equal Employment Employer

Anaheim Transportation Network (ATN) is an Equal Opportunity Employer and does not discriminate against any applicant or employee on the basis of race, color, sex, religion, national origin, age, disability, or any other consideration made unlawful by applicable local, state, or federal laws.