



**Access Services**  
PO Box 5728  
El Monte, CA 91734  
213.270.6000  
[accessla.org](http://accessla.org)

**POSITION AVAILABLE**  
**CUSTOMER RELATIONS ADVOCATE**  
SALARY RANGE - \$46,000 TO \$69,000

Access Services, the designated administering agency for ADA paratransit in Los Angeles County, located in El Monte, California, is seeking a candidate to fill a Customer Relations Advocate position. Access Services oversees one of the largest paratransit programs in the United States with an annual budget in excess of \$165 million. In total, Access Services provides more than 3 million rides per year to more than 170,000 qualified disabled riders in a service area of over 1,950 square miles. The agency is also the Consolidated Transportation Services Agency (CTSA) for Los Angeles County.

**POSITION**

Reporting to the Customer Relations Supervisor, this position will be responsible for rider related incidents; Reasonable Modification Requests (RMR), Rider Eligibility, Conduct and No Show appeals process and escalated complaints responses, etc.

**EXAMPLE OF DUTIES**

- Investigates, reviews and address all Rider Incidents related to customer conduct.
- Investigates, reviews and addresses all customer requests, inquires and concerns related to Reasonable Modification Requests (RMR).
- Facilitate the appeals process for Customer Conduct, Eligibility and No Shows.
- Manage the queues in Rider 360 for Rider Incidents, No Shows and Suspensions.
- Assists in the coordination and administration of the ADA related to the appeals and suspension processes.
- Schedule appeal hearings and facilitate applicable meetings.
- Facilitate the Quality Service Sub-committee (QSS); prepare meeting agenda and minutes.
- Assists with reviewing and responding to escalated concerns; political, Better Business Bureau (BBB) and customers.

- Provide verbal reports and written summary of community outreach efforts (within 48 hours of event).
- Monitor social media; Twitter, Facebook, blogs, etc. related to Access Services and follow up, if applicable.
- Customer Relations Supervisor and Senior Manager as needed on department projects as assigned.
- Acts as Lead Customer Relations staff in the absence of the Supervisor or Manager.

## **QUALIFICATIONS**

- Knowledge of the governmental procedures, regulations and policies.
- Ability to create and maintain positive working relations with elected officials, board members, community groups, special interest groups and staff.
- Strong inter-personal and critical thinking skills.
- Knowledge of paratransit contracts, operations and maintenance.
- Excellent written and verbal skills.
- Knowledge of Transit and the Americans with Disability Act (ADA) regulations.

## **EXPERIENCE AND EDUCATION**

Bachelor's Degree (BA, BS) from a college or university and/or five years related work experience and/or training; or equivalent combination of education and experience.

## **EQUAL OPPORTUNITY EMPLOYER**

*This notice is for information purposes only; it is not intended to be a job description. Position will be posted until position is filled. Please mail resume to: Access Services, Attn: Human Resources, P.O. Box 5728 El Monte, CA 91734, or fax to (213) 270-6051. Resumes may also be e-mailed to [hr@accessla.org](mailto:hr@accessla.org).*

July 29, 2016