



**San Joaquin Regional Transit District**  
421 E. Weber Avenue  
Stockton, CA 95202  
(209) 943-1111

## **SAN JOAQUIN REGIONAL TRANSIT DISTRICT EMPLOYMENT OPPORTUNITY**

### **CUSTOMER ENGAGEMENT ANALYST or SPECIALIST or SENIOR SPECIALIST Depending on qualifications (DOQ)**

Minimum Salary Ranges start at \$47,437 (Analyst); \$54,901 (Specialist); \$63,503 (Senior Specialist)

**Open Recruitment**

**Closing Date: until filled**

**JOB SUMMARY:** As part of the Customer Engagement Team, under the Customer Engagement Manager, the Customer Engagement (Analyst, Specialist or Senior Specialist); works with the Customer Engagement team in order to take RTD's writing, award submissions, Social Media and guest relations to the next level. The incumbent is a forward-thinking, results-oriented and creative individual. Highly organized, with demonstrated initiative and ability to work independently while handling multiple tasks. Excellent writing, impeccable proofreading skills, as well as exemplary attention to deadlines and details, are a must. Website design and WordPress experience a plus.

**EMPLOYMENT STANDARDS:** Graduation from a four-year college or university with a major in journalism, marketing, public relations, communications, business administration, or a closely related field. **Licenses; Certificates; Special Requirements:** A valid California Class C driver's license.

#### **EXPERIENCE:**

**Analyst: at least** three years of writing and editing experience, Social Media, marketing, program development or closely related experience;

**Specialist:** three years of progressively responsible writing and editing, Social Media, marketing, program development or closely related experience, at least two years of which were at the level of Marketing Analyst;

**Senior Specialist:** five years of progressively responsible writing and editing, marketing, program development or closely related experience, at least two years of which were at the level of Marketing Specialist; or an equivalent combination of training and experience.

**Knowledge of:** Principles and practices of sound business communication, including spelling, grammar and punctuation; principles and techniques of marketing, writing, editing and the community and region the District serves. Knowledge of AP style a plus. Experience with writing and editing newsletters and marketing materials. Ability to assist with content strategy and identify relevant visual trends across social media. Excellent written communications a must; bilingual a plus.

**Ability to:** Communicate clearly, concisely and persuasively, in writing, visually, and orally; analyze and interpret data and information and make sound recommendations; exercise critical thinking and independent judgment; maintain accurate and complete documentation, files, and records. Strong organizational and time management skills, attention to detail, and excellent follow-through required. Quick learner to gain knowledge of organizational operations, procedures, programs and staff. Develop and maintain relationships with internal and external customers and vendors.

#### **EXAMPLES OF DUTIES:**

- At the **Analyst** level, assists in preparing informational materials, writing and editing newsletters, preparing and seeking out award submissions, working with other team members to create Social Media calendars and customer relations projects.
- At the **Specialist** level performs the full range of writing and editing, preparing and seeking out award submissions, Social Media and customer relations projects.

- At the **Senior Specialist** level, performs the full range of writing and editing newsletters among other projects, preparing and seeking out award submissions, and Social Media projects, with minimal supervision, plans, organizes and executes assigned tasks, and represents RTD in a variety of public interactions.

### **PHYSICAL AND MENTAL DEMANDS:**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. **Reasonable accommodations:** Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **Physical Demands**

While performing the duties of this class, an employee is regularly required to sit; talk or hear, in person, in meetings and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. The employee is frequently required to walk and stand. Specific vision abilities required by this job include close vision and the ability to adjust focus.

#### **Mental Demands**

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve problems; observe and interpret people and situations; use math and mathematical reasoning; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks with constant interruptions; work under intensive deadlines and interact with District managers, staff, representatives of employee organizations, applicants, other governmental officials and the public.

### **The District offers a competitive employee benefit program that includes:**

- INSURANCE:** RTD provides comprehensive health and dental insurance package for all full-time employees and their dependents. RTD also provides \$20,000 life insurance for all full-time employees.
- SICK LEAVE:** 12 days per year for all full-time employees.
- VACATION:** Two (2) weeks to six (6) weeks depending on length of service for full-time employees.
- RETIREMENT:** Covered under RTD sponsored 401(a) Retirement Savings Plan.

**EMPLOYMENT PROCESS:** Applicants must complete and submit an official application form. The standards as stated on the front of the job announcement represent only the minimum required to fill an application. Resumes will be accepted, but may not be substituted for the required application form. Meeting the listed standards does not guarantee that a candidate will be invited for an interview as the Human Resources Department reserves the right to limit the number of candidates to the most qualified for the vacancy.

**NOTE:** All statements made on the application are subject to verification and investigation. False statements will be cause for disqualification, removal from the eligible list or termination of employment.

**SUBSTANCE ABUSE TESTING:** Substance abuse tests paid by the Transit District are required of each prospective employee. Candidates are cautioned that offers of employment are conditional and subject to the satisfactory completion of the substance abuse tests.

San Joaquin Regional Transit District is an Equal Opportunity/Affirmative Action employer. Female, minority, and disabled individuals are encouraged to apply. Applicants will be considered without regard to race, color, creed, national origin, religion, sex, sexual preference, marital status, age, medical condition or disability.

Employment is conditional on successfully passing drug and alcohol tests, and a background investigation.

**TO SUBMIT AN APPLICATION:** Visit our jobs page online at [www.sanjoaquinRTD.com](http://www.sanjoaquinRTD.com)

**The provisions of this bulletin are subject to change without notice and do not constitute an express or implied contract.**