

Specification for Class of

CUSTOMER SERVICES SPECIALIST, MARINE

Abolished Effective June 1, 2005

Definition: Plans, organizes, and directs the customer service program for the Washington State Ferry System within the Department of Transportation Marine Division. Serves as consumer advocate and manager of special user programs.

Typical Work

Represents Washington State Ferries in the State, other Western states and Canada in the tourism industry; coordinates promotions with Tourism Division, Department of Commerce and Economic Development, Chamber of Commerce, and local and private tourism-related organizations; is responsible for design and use of trade fair booth;

Produces material to meet specific promotional needs and tourism shows;

Receives, investigates, evaluates, analyzes, and responds to complaints, questions and concerns expressed by passengers and other nonmedia sources regarding Washington State Ferries' procedures and practices; responds to complaints and inquiries in person, by phone, or in writing; prepares draft responses for management;

As a consumer advocate, coordinates with management to resolve problems pointed out by riders and others; establishes and maintains files of consumer comments and suggestions; makes frequent visits to the fleet to review employee activities and discuss service with users; systematically records employee's customer-related performance and related operational problems for management use and to conduct customer relations training;

Promotes and organizes charter parties utilizing ferries for groups of up to 800; assists the Public Affairs Director in the development of charter program costs, reservations, planning, parties, dinners and meetings; prepares and approves contract documents for charters; assists chartering groups with boarding and other arrangements;

Coordinates special travel arrangements for the handicapped, school groups, bus tours, senior citizens and visiting dignitaries; coordinates with terminal and vessel personnel to facilitate arrangements;

Provides oral and written translation services to Asian tourist population; assists Headquarters DOT with translation services as required; maintains an audio/visual library;

Attends Ferry Advisory Committee meetings to assist the Public Affairs Director in explaining issues and receive user group input;

Performs other related work as required.

Minimum Qualifications

A Bachelor's degree in English, communications, journalism or related field and three years of experience in any combination of travel, tourism, customer service and writing fields.

Additional qualifying experience may be substituted, year for year, for the specified education.

New class effective: 10-11-85

Revise minimum qualifications: 7-13-01