



Customer Service Supervisor

The Des Moines Area Regional Transit Authority (DART), Iowa's largest public transit operation, has an immediate full time opening for a Customer Service Supervisor to assist in planning, directing, and managing the operations of the customer service department.

This position will be required to work Saturdays and Sundays, with the remainder of the hours being flexible through the weekdays.

The responsibilities of this position will include providing guidance and support to the customer service staff, assisting in providing transit related information to the general public, managing the sale and distribution of passes, and

Required Qualifications:

- High School diploma or equivalent; Associates degree preferred
- A minimum of four years of progressively responsible experience in customer service, including at least two years supervising staff
- Advanced skills in Microsoft applications and Social Media
- Comprehensive knowledge of Des Moines and surrounding area city streets, landmarks and related geography in the DART service areas
- Valid Iowa driver's license with clean MVR
- Bilingual in Spanish preferred

DART offers a competitive wage, as well as insurance benefits which include: health, dental, vision, short term-long term disability and life insurance. Retirement benefits include a deferred savings plan and IPERS. A pre-employment drug screen and physical required.

Please visit our website at www.ridedart.com for further description of position.

DART is an Equal Employment Opportunity Employer