



REGIONAL TRANSPORTATION COMMISSION

Metropolitan Planning • Public Transportation & Operations • Engineering & Construction

Metropolitan Planning Organization of Washoe County, Nevada

CUSTOMER EXPERIENCE MANAGER

OPEN COMPETITIVE RECRUITMENT

APPLICATION DEADLINE: Open until position is filled

SALARY RANGE: \$83,699.20-\$145,840.45 per year, depending on experience

THE REGIONAL TRANSPORTATION COMMISSION (RTC) OF WASHOE COUNTY, NEVADA, an integrated transportation agency that serves as the Metropolitan Planning Organization (MPO), transit authority, and street and highway construction agency invites applications for the position of **Customer Experience Manager**.

Application Instructions

Interested candidates must submit:

- A completed RTC Employment Application
- A resume
- A letter of interest

Apply online: <https://rtcwashoe.com/news/careers/>

Incomplete submissions will not be accepted.

Position Overview

Under general supervision, leads the vision, strategy, and daily operations of the Customer Service, Mobility Center, and RTC's paratransit programs, including Washoe Senior Ride and FlexRIDE. This role is responsible for reimagining how RTC delivers mobility services to passengers by identifying innovative approaches, improving customer experience, and advancing more flexible, efficient, and accessible service models. The position provides leadership to the Mobility and Customer Service Teams, ensures full compliance with the Americans with Disabilities Act (ADA), oversees contractors, and builds strong partnerships across the organization and community to shape the future of mobility in the region.

Key Responsibilities

Duties may include, but are not limited to:

- Serve as the strategic and operational lead for RTC's paratransit programs, guiding both daily service delivery and long-term program innovation while ensuring ADA and regulatory compliance.
- Lead, coach, and develop the Mobility and Customer Service Teams, fostering a culture of collaboration, accountability, continuous improvement, and customer-centered service.

- Identify, design, and implement new service models, partnerships, and tools that enhance mobility options and improve outcomes for seniors and individuals with disabilities.
- Oversee paratransit eligibility and travel training programs, applying sound judgement and creative problem-solving to support access, independence, and equitable service delivery.
- Monitor, analyze, and act on performance data—including safety, ridership, on-time performance, staffing, and contractor performance—to drive informed decision-making and program enhancements.
- Lead collaboration on contract development, negotiation, and administration, ensuring scopes of work encourage innovation, accountability, and high-quality service delivery.
- Build and strengthen partnerships with community organizations, human service agencies, and regional stakeholders to expand mobility solutions and better serve diverse populations.
- Serve as a senior point of contact for customer concerns, eligibility issues, and service complaints, ensuring thoughtful, timely resolution and continuous service improvement.
- Champion continuous improvement through data analysis, policy development, pilot programs, special projects, and cross-departmental collaboration.

Minimum Qualifications

To be considered, candidates must meet one of the following:

- Six (6) years of applicable experience including two (2) years in a supervisory role.
- Bachelor's degree or higher.
- Or an equivalent combination of education and experience that demonstrates the ability to perform the essential duties.
- Spanish and English bilingual skills preferred.
- Valid driver's license at time of hire is required.

Benefits Package

- Nevada Public Employees' Retirement System (PERS) – 100% agency paid
- Twelve (12) paid holidays
- Employer-subsidized medical, dental, and vision coverage on 31st day of employment (employee only premiums paid 100%)
- Generous vacation, sick, and personal leave
- Life insurance and long-term disability insurance

Nevada does not have a state income tax, and RTC does not participate in Social Security.

About the Selection Process

All applications will be evaluated to identify candidates whose qualifications best match the RTC's needs. The most qualified applicants will be invited to participate in the next phase, which includes:

- A panel interview
- Possible assessment exercises

The RTC is an Equal Opportunity Employer and Drug-Free Workplace.