**The County of Sacramento, Department of Aviation Invites**

**Applications For Customer Service Officer**

The County of Sacramento, Department of Airports (SCDA) is seeking a Customer Service Officer. This is a management-level position responsible for planning, coordinating and implementing all customer service activities for Sacramento International Airport (SMF). The Officer creates and implements programs and procedures designed to improve customer satisfaction. The Customer Service Officer exercises a great deal of independent judgment in creating, planning, coordinating and managing programs to enhance customer relationships. Work may be accomplished by planning, directing, coordinating and evaluating the work of subordinate professional, technical, operation or administrative staff. The Officer participates in the development of goals and priorities, including identifying resources needed to achieve goals and objectives and obtaining approvals needed to implement improvements. The Customer Service Officer is also responsible for developing customer outreach programs and represents the organization at meetings and with professional organizations. Work includes preparing reports on operations and activities and recommending changes and modifications of existing programs. The Officer develops the unit’s annual budget, including forecasting monetary, staffing, equipment and other program requirements and monitoring expenditures throughout the fiscal year. The Customer Service Officer serves as liaison to other divisions, departments, outside agencies and the County Board.

**Minimum Qualifications**

Possession of a Bachelor’s Degree or higher from an accredited college or university.

AND Three years of full-time paid experience organizing, evaluating, and/or implementing one or more customer satisfaction or service programs designed to enhance customer service.

Note: Additional full-time paid experience organizing, evaluating, and/or implementing one or more customer satisfaction or service programs designed to enhance customer service may substitute for the required education on a year-for-year basis. (1 month of experience is equal to 2.5 semester (3.75 quarter) units.)

**Salary & Benefits**

The salary range for this position is $126,407 - $139,374 annually plus an additional 3.35% management incentive which would be a total of $130,641 - $144,043 and an attractive benefits package. For instructions on how to apply, please [**click here**](https://adkexecutivesearch.com/wp-content/uploads/2022/09/SMF-Customer-Service-Officer.pdf) to see the recruitment brochure, or visit the searches tab at [www.adkexecutivesearch.com](http://www.adkexecutivesearch.com).

**Posting closes December 9, 2022.**