



Utah Transit Authority is an Equal Opportunity Employer of all persons regardless of race, color, religion, sex, national origin, age, disability, covered veterans, sexual orientation, and gender identity. Women, minorities, and people with disabilities are encouraged to apply.

Apply on our website at: www.rideuta.com/applynow - For additional questions, please call Human Resources at 801-287-2324

Job Title/Req:	Customer Communications & Social Media Specialist		Type of Posting:	Internal and External
Location:	Salt Lake City	Pay Rate:	\$18.389 per hour	To be considered, apply before: May 6th, 2022 at 05:59pm
Job Description:	<p>Continuously monitors and disseminates information about rail and bus services including delays and emergency situations. Communicates with customers about delays and alternative options using social media and electronic signage while keeping internal departments informed to support decision making by UTA management. Monitors and responds to Twitter inquiries about UTA services and products. Monitors quality of customer interaction to ensure that Customer Service staff performs to established departmental and company standards of service and to assess ongoing training needs.</p> <p>EDUCATION/TRAINING</p> <ul style="list-style-type: none"> Associate’s degree in Public Relations, Journalism, Communications, Marketing, Social Media, or related field. <p>EXPERIENCE</p> <ul style="list-style-type: none"> Two years related work experience with demonstrated competency in public relations and customer service. Excellent written and oral communication skills. Intermediate proficiency in MS Outlook and Word. Keyboarding proficiency at 40 nwpm. Experience with Call Center monitoring and social media platforms preferred. <p style="text-align: center;">- OR -</p> <p style="text-align: center;">An equivalent combination of relevant education and experience.</p> <p style="text-align: center;">[UTA reserves the right to determine the equivalencies of education and experience.]</p> <p>This job requires regular and predictable attendance.</p>			
Benefits:	<p>UTA’s benefits package for full-time administrative employees includes: Health, dental, vision, life/AD&D, short-term and long-term disability insurance (eligible after 30 days of employment), with Flexible Spending and Dependent Care accounts; Health and Wellness Clinics for on-site medical care at no cost to employees, spouses, and dependent children; 22 days of accrued paid time off (13 vacation days and 9 sick days), which increases with tenure at UTA; 10 paid holidays and two paid (2) floating holidays per year; Retirement options - Pension Plan with 5-year vesting schedule and 457 Contribution Plan with company match option; available for immediate contributions and matching; Generous tuition reimbursement for higher education, available for both bachelor’s and master’s degree; Training, development, and career advancement opportunities, Paid parental leave for birth, adoption, and child placement (after 12 months of employment); Free transit passes for employee, spouse, and dependent children; Employee assistance program – includes counseling, legal services, financial planning, etc; UTA Well – a comprehensive wellness program designed to support employees and dependents in their health and wellness goals; Free on-site fitness facilities and discounted membership to VASA Fitness.</p> <p>For more information on UTA’s Total Rewards benefits package, please visit: https://jobs.jobvite.com/rideuta/#benefits</p>			