



MORRISTOWN PARKING AUTHORITY

Job Posting

Human Resource/Customer Service Manager

The Morristown Parking Authority (MPA) is seeking an experienced and enthusiastic Customer Service / HR Manager to join our team. This dual-role position will oversee our customer service operations while also managing key human resources functions. The ideal candidate will have a strong background in both customer service and HR, with the ability to balance and integrate these two critical areas effectively

Interested candidates should email a resume and cover letter to resume@mpanj.org with the subject line of the position.

Key Responsibilities

Customer Service Management:

- Develop and implement customer service policies and procedures to ensure a high standard of service.
- Lead and mentor a group of customer service representatives, providing training and support to enhance performance.
- Address and resolve complex customer inquiries and complaints in a timely and professional manner.
- Monitor and analyze customer feedback to identify trends and areas for improvement.

Human Resources Management:

- Oversee recruitment, onboarding, and training processes for new hires.
- Administer employee benefits programs and address employee queries regarding benefits.
- Manage employee relations, including conflict resolution and performance management.
- Ensure compliance with labor laws and company policies.
- Develop and implement HR programs and initiatives that align with company goals.
- Maintain and update employee records and handle payroll administration.

Qualifications

- Bachelor's degree in Business Administration, Human Resources, or a related field.
- 5+ years of experience in customer service, with at least 2 years in a management role.
- 3+ years of experience in human resources, with a strong understanding of HR best practices and employment law.

- Exceptional communication, leadership, and problem-solving skills.
- Proficiency in HR software and customer service tools.
- Proficiency in Microsoft Office, Word, Excel and Outlook.
- Ability to work in a fast-paced environment and manage multiple priorities effectively.

The Morristown Parking Authority offers excellent benefits for our full-time employees, including Sick and Vacation Paid Leave, Pension and Health Benefits.

The Morristown Parking Authority is an equal-opportunity employer.