

POSITION TITLE: Customer Service Representative

REPORTS TO: Customer Service Supervisor

SUPERVISES: Does not supervise others

BARGAINING UNIT: Amalgamated Transit Union, Local 1765

SUMMARY:

Provides information to the general public regarding the services of the System by responding to telephone, written and in-person inquiries; sells passes and tickets; performs duties in support of the Customer Service Division.

ESSENTIAL JOB FUNCTIONS:

1. Answers inquiries from public and staff via telephone, in writing, or in person concerning route and schedule information, lost and found, field trips and other System services. Performs trip planning duties providing bus schedule information on Intercity Transit, Pierce Transit, Seattle Metro, and Grays Harbor Transit routes.
2. Sells passes, tickets and identification cards. Is accountable for keeping records of all sales items. Makes identification cards for public, employees and families--task includes photography and laminating. Completes voucher sales for passes, tickets and identification cards to various service agencies; verifies incomplete/incorrect information with appropriate agencies.
3. Receives customer inquiries, concerns, and complaints relating to service; records information and directs to appropriate personnel; issues ride coupons as appropriate.
4. Provides information on use and qualifying criteria for special programs such as reduced fare and dial-a-ride. Prepares and issues ID cards. Verifies incomplete/incorrect information with physician or appropriate agencies, enters information into computer, and maintains related files.
5. Daily receives and records lost and found items and issues claimed items to customer upon correct identification. Contacts owners of identified items and sorts out lost and found bins for appropriate distribution.
6. Researches service changes and updates customer service books as necessary to provide current information. Maintains customer information aids.

7. Distributes timetables and other information to customers and to transit outlets. Monitors timetable outlets to assure holders are well stocked.
8. Receives ride request phone calls for Custom Bus and records appropriate information; forwards information to dispatcher.
9. Assists with the balancing of daily cash deposits and tickets. Deposits revenue in safe. Inventories the passes and balances against daily log sheet total. Purchases change from bank as needed.
10. Assists with the delivery of monthly passes and tickets to outlets and collects money for passes sold.
11. Travels to other sites and assists with processing of reduced fare permit ID cards for senior citizens and disabled individuals; screens and processes applications and prepares ID cards.
12. Assists with the annual school pass program. Prepares and distributes passes to students.
13. Assists with route and schedule information at transit fairs, special events and other Marketing activities.
14. Operates a variety of office equipment including computer, telephone line sequencer, typewriter, camera, laminator, calculator, copier, fax machine, TDD machine, and cash register. Gathers statistics and prepares reports on telephone sequencer.
15. Advises Supervisor and Dispatch of schedule and service problems indicated by customer inquiries and comments; assists in emergencies as needed.

OTHER JOB FUNCTIONS:

16. Performs other related duties as assigned

WORKING CONDITIONS:

Duties are primarily performed in an office environment while sitting at a desk or computer terminal. Duties may require evening or weekend work outside of normal System working hours.

KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of Thurston County metropolitan area. Ability to read maps and understand routing directions, customer service techniques, and proper English usage.

Ability to listen effectively, assimilate information, discern needs and to relate in a clear, friendly, and informative manner route and bus schedule information to customers over the phone, in writing and in person.

Ability to deal tactfully, patiently, and effectively with individuals from diverse backgrounds, frequently under stressful circumstances.

Ability to operate the telephone using a clear, well-modulated voice and good diction.

Knowledge of handling and security procedures for cash and materials having monetary value. Ability to accurately perform monetary transactions.

Ability to operate a computer to accomplish word processing and data entry tasks. Ability to accurately perform arithmetic computations. Knowledge of computerized and manual record keeping systems and the ability to maintain them.

Ability to work with little supervision.

Ability to understand and execute oral and written instructions, policies and procedures.

Ability to operate standard office equipment and radio communication system.

Thorough knowledge of office procedures and practices.

Physical ability to perform the essential functions of the job.

REQUIRED EDUCATION AND EXPERIENCE:

High School Diploma or GED, and course work or training in customer or public relations, or retail sales.

One (1) year experience performing public contact work.

Any combination of education and experience that would provide the applicant with the desired skills, knowledge and ability required to perform the job will be considered.

Individual may be required to attend schools/workshops on a yearly basis to maintain skill level necessary to carry out position responsibilities.

SPECIAL REQUIREMENTS:

Ability to work evenings and weekends.

Must be able to sit for prolonged periods of time.

Must pass a job-offer employment related physical examination to include a drug and alcohol screen prior to appointment to position.

Effective May 18, 2009: Must pass a Washington State Patrol and/or other agency type background check.

This job description is not intended and should not be construed to be an exhaustive list of all responsibilities, skills, efforts or working conditions associated with this job; it is intended to be an accurate reflection of those principal job elements essential for making fair pay decisions about this job.

Revised 11/07 to reflect change in Union Local #.