



Position:
Customer Service/Office Assistant

Status:
Full-Time, Exempt

JOB DESCRIPTION

Summary:

Position is responsible for answering customer requests in person, by telephone and by computer in an efficient and courteous manner, cash handling and general receptionist duties on behalf of Jefferson Transit. Work includes responding to public inquiries, providing route and schedule information, selling passes, and other revenue items over the phone, Internet or counter. Work also includes maintaining accurate records and files, all forms of recordkeeping and data collections and entry; reconciliation of cash receipts. Position is responsible for maintenance of ridership records, and updating all informational documents such as brochures and flyers. Work involves constant verbal communication, by telephone or personal contact, with a diverse group of individuals. Incumbents are expected to exercise patience, discretion and apply public relations skills in a demanding public contract environment. This position is also responsible for lost & found items.

Supervision Received from: Mobility/Outreach Coordinator

Essential Functions:

- Consistently provide service that meets or exceed the expectations of customers and coworkers.
- Ability to work independently.
- Receive and respond to telephone and in-person requests for transit schedule, route and system operational information and inquiries.
- Punctuality and regular work attendance.
- Provide accurate trip planning assistance via phone, counter or email by providing route, time and transfers information by referring to bus schedules and caller locations.
- Utilize current computer technology to receive, respond and log customer complaints, questions and/or concerns, and requests for service.
- Resolve complaints, questions and/or concerns, using training provided.
- Operate cash register, give accurate change, sell bus passes, issues permits, and cards, and maintain accurate payment records.

- Process website sales; verify passes requested and payment; mail passes when necessary.
- Determine eligibility for reduced fare program; explain program rules and regulations; processes applications.
- Maintain and updates information for the reduced fare program. Attend all meetings as required for program.
- Reconcile cash register or cash box receipts.
- Perform daily and monthly reconciliation of all revenue and pass inventory, and sales.
- Assist with a variety of functions to assure and efficient operation.
- Monitor, update and prepare all informational documents such as brochures and flyers.
- With the assistance of the Executive Assistant, prepare changes for schedules including distribution.
- Open and process mail. Prepare mailing and/or delivery of schedules, maps, passes and other documents.
- Assure that all schedules are available in all outlets throughout the region, delivered either by mail, or direct distribution.
- Assist in the administration of special programs and events.
- Attend events to provide information about service and programs.
- Sort, catalog, release and dispose of lost and found items according to the lost and found policy.
- Knowledge of Jefferson County geography, including street and road locations and area landmarks.
- Performs other related duties as required.

Minimum Requirements:

Training and Experience: Two (2) years of customer service experience as a telephone operator, receptionist, or customer service representative or sales person.

Work Hours: Must be available to work various shifts, with various days off and variable work hours, including holidays, in accordance with established work shift selection procedures.

Physical Capabilities: The physical activity of the position requires the ability to reach, stand, walk, grasp and talk.

Computer Skills: Must be proficient in Microsoft Office, including Word, Outlook and Excel and Publisher.

Duties are sedentary in nature and are performed in office working conditions, and require working shift hours. Must be able to hear well enough, with or without correction, to receive and convey detailed information through verbal communication. Must have visual sharpness to determine denominations of cash.

SPECIAL REQUIREMENTS

- Must pass a pre-employment substance abuse test as a condition of employment.
- If selected for the position, documentation of United States citizenship or an alien lawfully authorized to work in the United States will be required to establish identity and work authorization in accordance with the employer's obligation under the Immigration Reform and Control Act of 1986.

SELECTION FACTORS

- Ability to communicate clearly and accurately with passengers, the general public and co-workers; and to establish and maintain good public and employee relations.
- Ability to read and convey clearly routes, schedules, fares and general service and program information.
- Knowledge of modern office practices, procedures, computers and office machines.
- Proficiency in Microsoft Office, including Word, Excel, Outlook and Publisher.
- Knowledge of English and arithmetic.
- Experience with accurately receiving money and keeping records. Experience providing change, and accounting for and balancing money.
- Ability to make and keep accurate records, complete forms, and perform routine job functions independently.
- Ability to follow instructions and respond to public inquiries and complaints regarding the Authority's transportation services and programs in accordance with policy and procedure.
- Ability to rapidly learn the activities, policies and procedures of the customer service function.
- Represent Jefferson Transit in a professional and positive light to the community. Provide excellent customer service to all customers both internally and externally.

SALARY & BENEFITS

Wage is based on the agency's Non-Represented Staff Policy; six months introductory period; annual salary increases based on merit evaluation and cost of living adjustments are at the discretion of the General Manager and within budgetary constraints.