



63 4 Corners Rd, Port Townsend, WA 98368

February 7, 2023

Dear Applicant:

Thank you for your interest in the Customer Service/Office Assistant position. Enclosed is an Application Packet, which includes a complete job description and the application materials to be completed and returned.

Resumes, letters of reference, and proof of special training/qualifications may be included but **will not** be acceptable substitutes for required materials listed below. Incomplete applications will be rejected. The following is required to be considered a complete application:

- Completed & signed Jefferson Transit application
- Resume & cover letter
- Completed Supplemental Questions
- A minimum of three professional References
(names, addresses, telephone numbers, email addresses, and context of reference)

Application materials can be found online at JeffersonTransit.com under Employment Opportunities or <http://jeffersontransit.com/>.

Completed applications can be mailed to the address above, or emailed to jryan@jeffersontransit.com.

Sincerely,

Julie Ryan
Human Resources

Customer Service (360) 385-4777

Administrative Offices (360) 385-3020

www.JeffersonTransit.com



63 Four Corners Road, Port Townsend, WA 98368

Available Benefits through Jefferson Transit

Customer Service/Office Assistant

Pay:

Salary Range starts at:
\$18.08/hr starting
\$18.64/hr @ 6 mos.

Work Schedule:

Mondays through Fridays
8:00 a.m. – 5:00 p.m. with 1 hour lunch break*

*Occasional after hours and/or weekend work

Benefits:

- + Washington State Department of Retirement Systems
 - Public Employees Retirement System (PERS)
 - Deferred Compensation Program (DCP) – employee only contributions
- + Medical, Dental and Vision coverage
 - Optional family coverage – employee share 35% of premium
- + Paid leave, up to 200 hours (accrued on hours worked)
- + 10 paid holidays, plus two personal holidays per year
- + HRA VEBA (health savings account for qualifying medical expenses)
- + Pacific Source HRA – JTA pays
 - (pays for qualifying medical expenses up to \$500/year after eligibility)
- + 35K Life Insurance Coverage + \$5,000 Accidental Death & Dismemberment
- + Additional coverages you may purchase from Met Life or Colonial insurance companies
- + Long Term Disability (Basic and Optional)
- + Employee Assistance Program (EAP)
- + Wellness Program – reimbursements up to \$300/year

APPLICATION OF EMPLOYMENT

Jefferson Transit Authority
63 4 Corners Road
Port Townsend, WA 98368
(360) 385-3020 Ext. 119



Jefferson Transit is an Equal Employment Opportunity Employer

It is the policy of Jefferson Transit to provide equal employment opportunities to all qualified persons without regard to race, creed, color, religious belief, sex, age, national origin, physical or mental handicap or veteran status.

The policy is available upon request or on Jefferson Transit's the web site.

Jefferson Transit is committed to providing access and reasonable accommodation in its services, programs, activities, and employment for individuals with disabilities. To request disability accommodation in the hiring process, contact us at least ten days in advance.

Contact: Julie Ryan, EEO Officer for accommodation, information or copy of the policy.

Note: Please type or print your answers. If you print, please do so in blue or black ink and write neatly. An illegible application may preclude you from consideration.

POSITION APPLYING FOR: _____

PERSONAL INFORMATION

First Name Middle Initial Last Name

Current Address

Street and Apt. # City State Zip Code

Permanent Address (if different from above):

Street and Apt. # City State Zip Code

Telephone E-mail

Driver's License # State

Do you have a Commercial Driver's License (CDL)? Yes No

If you answered yes, please list your endorsements: _____

I am an U.S. Citizen or otherwise authorized to work in the United States on an unrestricted basis: Yes No

If applicable, please list your visa type, visa number and expiration: _____

Have you ever served in the U.S. Military? Yes No

If yes, please provide the following information:

Branch of Service: _____ Rank at time of separation: _____

I served from _____ to _____

Special Honors: _____

EMPLOYMENT HISTORY

You must report all previous employment for the past ten years

Present or Most Recent Employer

Employer: _____ Address: _____
Phone: _____ City/State: _____
Your Position: _____ Dates of Employment: _____ to _____
Reason for Leaving: _____ May we contact? Yes No
Supervisory Responsibility? Yes No If yes, the number of employees supervised: _____
Supervisor: _____ Phone: _____
Name Title
Duties: _____

Present or Most Recent Employer

Employer: _____ Address: _____
Phone: _____ City/State: _____
Your Position: _____ Dates of Employment: _____ to _____
Reason for Leaving: _____ May we contact? Yes No
Supervisory Responsibility? Yes No If yes, the number of employees supervised: _____
Supervisor: _____ Phone: _____
Name Title
Duties: _____

Present or Most Recent Employer

Employer: _____ Address: _____
Phone: _____ City/State: _____
Your Position: _____ Dates of Employment: _____ to _____
Reason for Leaving: _____ May we contact? Yes No
Supervisory Responsibility? Yes No If yes, the number of employees supervised: _____
Supervisor: _____ Phone: _____
Name Title
Duties: _____

You must report all previous employment for the past ten years

Attach additional sheets if needed.

EMPLOYMENT HISTORY-continued

Present or Most Recent Employer

Employer: _____ Address: _____
Phone: _____ City/State: _____
Your Position: _____ Dates of Employment: _____ to _____
Reason for Leaving: _____ May we contact? Yes No
Supervisory Responsibility? Yes No If yes, the number of employees supervised: _____
Supervisor: _____ Phone: _____
Name Title
Duties: _____

Present or Most Recent Employer

Employer: _____ Address: _____
Phone: _____ City/State: _____
Your Position: _____ Dates of Employment: _____ to _____
Reason for Leaving: _____ May we contact? Yes No
Supervisory Responsibility? Yes No If yes, the number of employees supervised: _____
Supervisor: _____ Phone: _____
Name Title
Duties: _____

You must report all previous employment for the past ten years

Do you have any gaps in your employment in the last ten years?
 Yes No If so, please explain:

EDUCATION

High School

Name and Location

Did you graduate? Yes No

If you did not graduate, did you receive your GED? Yes No

Special honors or awards: _____

Technical or Vocational School

Name and Location

Did you graduate? Yes No Attended from _____ to _____

Degree or Certification: _____ Specialty: _____

Special honors or awards: _____

College or University

Name and Location

Did you graduate? Yes No Attended from _____ to _____

Degree: _____ Major: _____

Special honors or awards: _____

POSITION INFORMATION

Position Specifications

What hours are you willing to work? _____

Would you be able to work weekends? Yes No

Are you willing to travel for the job? Yes No

When would you would be able to start? _____

Desired salary: _____ per _____

Skills

Please describe any skills you have in the following areas:

Computer:

Languages Spoken (other than English):

Other:

I hereby certify that my answers and assertions set forth in this application and supplemental questions are true and complete to the best of my knowledge. I understand that any misrepresentation or material omission of fact on this or any other document required by Jefferson Transit on this application may constitute grounds for rejection, or if employed by Jefferson Transit, for disciplinary measure, including dismissal.

I hereby authorize Jefferson Transit to investigate any aspect of my prior educational and employment history and criminal record.

Furthermore I understand that if I am hired, employment with Jefferson Transit is "at will," which means that either the company or I can terminate my employment for any reason not prohibited by state or federal law. (Non-represented positions only.)

I also acknowledge that if the position which I am applying includes duties requiring a valid driver's license with a good record. I will be asked to provide a record, at my expense, if my application is advanced in the review and screening process.

I also acknowledge that Jefferson Transit is a Drug Free workplace and that any offer of employment is contingent upon submitting to a pre-employment drug and alcohol test. In addition, if the job I am applying for is safety sensitive, I acknowledge that I may be selected for random drug and alcohol testing in accordance with all applicable FTA regulations.

Signature: _____ **Date** _____

Jefferson Transit complies with the Employee Polygraph Protection Act.

An employee or prospective employee must be given a written notice explaining the employee's or prospective employee's rights and the limitations imposed, such as prohibited areas of questioning and restriction on the use of test results. Among other rights, an employee or prospective employee may refuse to take a test, terminate a test at any time, or decline to take a test if he/she suffers from a medical condition. The results of a test alone cannot be disclosed to anyone other than the employer or employee/prospective employee without their consent or, pursuant to court order, to a court, government agency, arbitrator or mediator.

Do not write below, for office use only:
Date & Time Received: _____

CUSTOMER SERVICE REPRESENTATIVE SUPPLEMENTAL QUESTIONNAIRE

Name _____

Answer the following questions, using as many pages as you need, and include it/them with your application materials. Be sure your name is on each page.

1. Do you have experience in using public transportation? Yes No Please describe:

2. Do you have experience working in an office and/or reception environment that involved interacting with customers that come in or call in on the phone?

Yes No If yes, please briefly describe:

3. Describe your skills in working with computers and computer software. Please list software applications you have used in business.

4. Do you have experience receiving cash payments for goods or service?

Yes No Please describe your experience(s).



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The information requested below will be used for statistical purposes only as required by the Equal Opportunity laws and regulations. The information requested is voluntary and confidential.

Thank you for helping evaluate the effectiveness of our equal opportunity effort.

Name _____

Position Applied For _____

- Ethnicity**
- HISPANIC or LATINO
 - BLACK or AFRICAN AMERICAN
 - ASIAN AMERICAN
 - NATIVE HAWAIIAN or OTHER PACIFIC ISLANDER
 - AMERICAN INDIAN or ALASKA NATIVE
 - WHITE
 - MULTIRACIAL
 - I DO NOT WISH TO SELF-IDENTIFY

Sex: Female Male I do not wish to self-identify

Are you disabled? Yes No

Are you a veteran? Yes No Are you a disabled veteran? Yes No

How did you learn about this position? Please identify source:

- Newspaper (specify) _____
- Internet website (specify) _____
- Referral/Friend/Relative (specify) _____
- Worksource Website or Office (specify) _____
- Radio Advertisement (specify) _____
- Walk-in _____
- Other specify) _____

Customer Service (360) 385-4777

Administrative Offices (360) 385-3020

www.jeffersontransit.com



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 Operations Manager

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.
- 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.
- Design/develop public communications; publish, coordinate, and monitor public notices and service alerts both printed and digital; utilizing a mass notification system.
- 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, Access (or other database systems), Outlook, Excel, and Publisher. Proficient knowledge/ ability to utilize mobile and web applications.

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, Access (or other Database systems), Outlook, and Publisher. Proficient knowledge/ ability to utilize mobile and web applications.
- 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.