

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

POSITION DESCRIPTION

POSITION Customer Service Representative

CLASSIFICATION Non- Exempt

POSITION DESCRIPTION

Under supervision, the Customer Service Representative responds to front line customer service requests for information or complaint resolution and contributes to the overall customer service culture throughout the Wheels organization. The position is located at the Wheels Transit Center and activities include dissemination of route and schedule transit information, sale of fare instruments, and other activities involved in providing excellent customer care.

SPECIFIC DUTIES AND RESPONSIBILITIES

80% Customer Service Contact

Essential functions may include, but not be limited to, operating a call distribution/management system; answering transit information calls and in-person requests; retrieving transit route information from a computer database; directing callers to their destination by the quickest and most convenient transit route, assisting with trip planning as requested. Receives calls regarding customer complaints and documents complaints in computer database. Sells transit tickets and fare instruments to customers and handles cash, checks and credit card transactions. Builds and maintains positive working relationships with co-workers and the public using principles of Wheel Customer Relations Policy.

10% Transit Center Operations

As requested by supervisor, ensures the proper supply and display of route and schedule information and promotional materials at the Transit Center and restocks or reorders materials. Assists in monitoring the secure storage and tracking of "lost and found" articles, audits inventory, and following proper chain of custody procedures.

10% Other Duties

Participate in meetings as requested by supervisor or department manager. Other duties and/or projects as assigned by supervisor or department manager.

KNOWLEDGE/SKILLS REQUIRED BY POSITION

Behavior

The employee shall work well under pressure to meet multiple and sometimes competing deadlines. The employee shall at all times demonstrate cooperative behavior with colleagues, supervisors, contract service provider and the public.

Skills & Abilities

Must have commitment to LAVTA’s standard of exceptional customer service as established by the Wheels Customer Relations Policy. Ability to interact tactfully and effectively with customers, occasionally in challenging situations. Ability to accurately handle cash, check and credit card transactions.

Knowledge

Procedures and techniques for proper cash handling; principles and practices of excellent customer service and complaint resolution, fundamental clerical and office procedures; record-keeping; computer software; internet communications; communicate effectively in English both orally and in writing. Knowledge of or ability to gain knowledge of the geographical service area. **Bilingual or multilingual abilities are desired.**

ORGANIZATIONAL RELATIONSHIPS

Position reports directly to
Customer Service Supervisor

Position coordinates with:
All LAVTA staff
LAVTA’s contract service provider and other outside vendors
The public

QUALIFICATIONS

Training and experience equivalent to a high school diploma and one year of experience in work, with heavy public contact which involved explaining services and taking and answering customer requests and complaints and cash handling experience.