

Stark Area Regional Transit Authority

TITLE: **CUSTOMER SERVICE REP**

Non Exempt

SUMMARY:

Perform a variety of clerical functions and work activities involving direct public contact either on the telephone or in person. Provides information on the full range of countywide transit services; take customer complaints and commendations; sell monthly transit passes and tickets; balance cash; prepare bank deposits; record revenue; conduct passenger count and route surveys.

SCOPE OF RESPONSIBILITY:

Persons assigned to this position will perform a variety of duties independently and according to established policies and procedures. Work is performed under the supervision of the Customer Service Supervisor. Requires basic knowledge of modern clerical practices, computers, cash register, sales and cash control.

ESSENTIAL FUNCTIONS:

- Answer the telephone and assist customers.
- Receive, record and track monetary transactions.
- Respond to Pass-By-Mail requests.
- Assist customers with trip planning, providing information relating to transit routes and schedules.
- Provide information on fare tools.
- Maintain up-to-date transit system information including changes to schedules, routes, rider alerts and other pertinent rider information.
- Balance monetary receipts daily and prepare bank deposit.
- Receive and document service information such as phone calls, sales, and other information as required.
- Perform public relations tasks including flyer distribution, transit use talks, and tours to various community groups and schools.
- Organize and maintain files and records according to established SARTA procedures.
- Collect revenue from sales, pick up unsold passes, and perform miscellaneous duties as assigned.
- Fill schedule racks at outlets.
- Stock and keep track of the schedule inventory.
- Perform other related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the field of assignment sufficient to perform thoroughly and accurately the full scope of responsibility as illustrated by example in the above job description.
- Knowledge of English composition and ability to understand verbal and written instructions.
- Ability to communicate clearly and concisely in writing, in person and on the telephone.
- Ability to read, understand and explain system maps, schedules and timetables.
- Ability to work harmoniously with coworkers and maintain confidentiality.
- Ability to maintain good public relations skills. Must be pleasant and courteous to the public at all times and exhibit a positive attitude.
- Mathematical ability to make change, sell passes, balance receipts, work with numbers, maintain an accurate cash control and prepare bank deposits.
- The ability to occasionally lift a minimum of 30 pounds.

ADDITIONAL REQUIREMENTS:

- Maintain a valid driver's license from state of residence. A good driving record is preferred.
- Must be able to comply with SARTA's Nonsmoking Policy and function in a nonsmoking work environment.
- Must pass an employment physical examination to be certified for the position and maintain a physical condition which, either with or without accommodation, allows completion of all essential duties.
- Must pass a pre-employment drug and alcohol test.
- Must be able to comply with SARTA's Drug and Alcohol Policy and function in a drug-free and alcohol-free work environment.
- Must submit documentation supporting United States citizenship or an alien lawfully authorized to work in the United States in accordance with SARTA's obligation under the Immigration Reform and Control Act of 1986.
- Must pass a criminal background investigation.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility; but should not be considered an all-inclusive list of work requirements. Individual may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the work load.