



GCRPC

GOLDEN CRESCENT REGIONAL
PLANNING COMMISSION

PUBLIC TRANSPORTATION SERVICES CUSTOMER SERVICE REPRESENTATIVE I

<u>CLASS NO.</u>	<u>PAY GRADE</u>	<u>SALARY RANGE</u>	<u>FLSA STATUS</u>
562	6	\$14.43 -\$19.04	Non-Exempt

GENERAL DESCRIPTION

Performs routine customer service work under moderate supervision, with minimal latitude for the use of initiative and independent judgment. This position supports the Public Transportation Services Department Operations section and will report directly to the Safety, Training, and Compliance Manager.

EXAMPLES OF WORK PERFORMED

- Communicate professionally and effectively with the public in person, by telephone, and other agency approved external communication platforms.
- Respond to customer inquiries and explains rules, regulations, policies, and procedures concerning agency programs and procedures.
- Assist in processing and resolving customer complaints and maintaining complaint records.
- Maintains client accounts according to specific guidelines and procedures.
- Assist Manager with passenger conduct/concern procedures and policies.
- Process program applications and correspondences for state services.
- Perform data entry work to create and maintain program activity logs, files, and reports.
- Performs other general clerical services as assigned by Manager.
- Provide support for Transportation Services Representative (TSR), including but not limited to, scheduling routes and on-call duties.
- Perform fare collection transactions and maintain transaction records.
- Attend seminars and workshops as needed and approved.
- Perform other duties as may be assigned.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience in customer service, clerical, or administrative support work. Graduation from senior high school or equivalent is generally preferred. Experience and education may be substituted for one another.

KNOWLEDGE, SKILLS, AND ABILITIES

Strong professional and effective communication skills and ability to establish and maintain effective working relationships with others.

Strong clerical, office practice and administrative skills to maintain high volume work projects.

Strong customer service problem-solving skills.

Knowledge of computers and the use of standard office equipment and software, including cash register and credit card machine.

Ability to work under stress and remain calm and to calm other people during rapidly changing circumstances.

Ability to relay information in a fast-paced environment.

By signing below, I acknowledge that I have read this job description, and to the best of my knowledge, meet the required knowledge and skills for this position.

Name

Date