Customer Service Representative I (Part-time)

Position Available

Location
Transit Center-Downtown Chico

Send Resume
Tannis Walburn, HR Manager
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Application Deadline Date
*until filled

Reports to: Fixed Route Operations Supervisor

Status: Non-Exempt (Hourly) Part-time (10 hours per week- M-F 3:30 pm to 5:30 pm plus occasional vacation fill in)

Purpose of Position:
To ensure that quality transit service is efficiently delivered to customers. Answer customer inquiries via telephone, and in-person; sell various fare media, provide route/schedule information to customers. Represent Transdev and B-Line to customers and the public in a professional and courteous manner.

Primary Job Functions:
• Receives, researches, and responds to customer/passenger inquiries and requests regarding fare, schedules, and services offered.
• Follows-up and/or investigates passenger comments/complaints to ensure satisfactory response.
• Monitors, evaluates, and presents solutions to potential customer service problem areas.
• Maintains close liaison with other departments to ensure quality customer service.
• Communicates via two-way radio and telephone.
• Handles financial transactions in exchange for fare media.
• Reconciles cash drawer at the end of daily shift.
• Analyzes cash transactions, maintains records, and corrects errors.
• Works under minimal supervision.
• Other duties as directed or assigned to assist the public and positively represent B-Line.

Essential Knowledge and Skills:
• Must meet all requirements of the Transdev employment application.
• High school diploma or equivalent (GED).
• Must exhibit both written and spoken communication skills. Ability to read, write and comprehend instructions, short correspondence and memos.
• Ability to read, comprehend and understand maps, policies and standard operating procedures.
• Must possess general knowledge of computers; Microsoft office preferred.
• Must display excellent customer service skills; minimum one year customer service experience.
• Must be able to quickly analyze a situation and provide timely solutions.
• Must have basic mathematic skills.
• Must possess good manual dexterity and be able to stand while working.
• Must maintain a neat and professional appearance.
• Must be able to work flexible hours.
• Knowledge of all system routes and schedules preferred.
• Bilingual (English-Spanish) a plus.

Physical Requirements: Tasks may involve the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and of moderate weight (12-25 pounds). The position also involves standing for extended amounts of time.