



JOB DESCRIPTION

Job Title: Customer Service Representative

Department: Administration

Reports to: Customer Service Manager

JOB STATEMENT:

The Customer Service Representative interviews bus operators based on customer comments, refers operators to the Customer Service manager when disciplinary action may be necessary, and performs skilled clerical work supporting both the Customer Service Department and the road supervisors. They are also in charge of receiving, compiling and reporting all stakeholder and passenger feedback.

DUTIES:

- Research customer comments/incidents from information provided by THE CONTRACTOR.
- Conduct interviews of operators based on customer comments.
- Provide administrative support to the Lead Customer Service representative and road supervisors.
- Compose routine correspondence.
- Maintain a variety of files and track documents within the department.
- Input information into data base (e.g. customer service comments, disciplinary actions, incidents, etc.).
- Receive and process feedback and complaints.
- Document reports for manager review based on complaints and commendations.
- Monitor and report customer feedback trends.
- Assist in the organization of focus groups, community meetings and Meet the Manager events.

Perform all other duties as assigned.

Competencies:

- **Communication**-Communication refers to the ability to inform orally and in writing, with clarity and good effect. It means to understand clearly and quickly when instructions or orders are received. It means judgment about what information is important and what is not, and what should be communicated, how, to whom and when.
- **Organization**- Can marshal resources (people, funding, material, support) to get things done. Can orchestrate multiple activities at once to accomplish a goal. Uses resources effectively and efficiently. Arranges information and files in a useful manner.

- **Time Management**- Uses his/her time effectively and efficiently. Values time. Concentrates his/her efforts on the more important priorities. Gets more done in less time than others. Can attend to a broader range of activities.
- **Customer Service**- Refers to the ability to satisfy the expectations and requirements of customers. Displays courtesy and sensitivity and responds promptly to service requests. Identifies customer needs and explains services clearly. Handles difficult situations.
- **Reading Comprehension** - Understanding written sentences and paragraphs in work related documents.
- **Judgement**- Refers to the ability to make decisions in a timely fashion that are sound, accurate and supported by the reasoning and inclusion of appropriate people.

Experience and Requirements:

- Bachelor's degree or equivalent plus 3-4 years of related experience.
- Knowledge of Word Processing software. Microsoft Excel, Word, and Outlook a must.
- Valid Driver's License required

Physical Demands:

While performing the duties of this job, the employee is frequently required to stand and walk. The employee must regularly lift, push, pull, and/or move up to 75 pounds. The employee must be capable of bending, reaching, crouching, and climbing.

Work Environment:

The employee may be exposed to extreme hot or cold temperatures, heights, and loud machinery or equipment. The employee may be exposed to hazardous chemicals.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability, and physical demands required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.