



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

JOB POSTING – #2022-06

CLOSING DATE – OPEN UNTIL FILLED

Job Title: Customer Service Representative

FLSA Status: Non-Exempt

Work Location: Staples Street Center

Department: Customer Programs

Reports To: Customer Service Administrator

Pay Grade: 13 **Salary:** \$16.08 - \$26.22
(Min-Max)

General Summary: Under the direction of the Customer Service Administrator, provides information to CCRTA customers regarding bus schedules, routes, passes, and CCRTA programs with a friendly and professional demeanor.

Essential and Marginal Job Functions: Essential and other important responsibilities and duties that must be performed, with or without reasonable accommodation may include, but are not limited to, the following:

- Provides excellent customer service, information assistance, and front-desk support by answering customer questions and complaints by telephone and in person.
- Provides information on bus routes and times, including transit trip planning.
- Sells bus passes to riders and various Agencies.
- Receives and documents customer service complaints.
- Inputs information into the computer on bus pass sales, customer calls and service complaints.
- Assist the B-Line Eligibility function of the agency by sending out application for passengers requesting to participate in the program (not to include processing of applications once received).
- Answer customer related questions regarding routes, detours, fares, TransLoc app, MV One app, and other passenger related issues.
- Balances cash drawer at the end of each day.
- Delivers bus passes to various locations.
- Maintains adequate supply of bus schedules, forms and information booklets.
- Participates in educational presentations at local events, such as community fairs and trade shows.
- Maintains an exemplary attendance record.
- Maintains confidentiality regarding all CCRTA related business information and personnel issues.
- Establishes & maintains effective working relationships with those contacted in the course of work.
- Provides clerical support as required for department.
- Performs other duties as assigned.

It is the CCRTA's business philosophy and practice to provide reasonable accommodation to the known physical or mental disabilities of qualified individuals, according to applicable state and federal law. To request a reasonable accommodation regarding application for employment or the performance of the essential functions of your job, please contact the Human Resources Department at (361) 289-2712.

Qualifications include:

Knowledge of:

- Familiarity with the city of Corpus Christi streets and surrounding community;
- Working knowledge of various computer programs including Access, Excel and Word, and basic office equipment;
- Modern office procedures, methods, office and computer equipment;
- Ability to interact courteously and effectively with a diverse internal and external customer base;
- Demonstrate superior verbal and written communication skills;
- Demonstrate problem solving skills; and
- Correct English usage, spelling and vocabulary.

Ability to:

- Work well in a team environment;
- Prioritize several job duties effectively and work under minimum supervision;
- Communicate effectively with the public, on the telephone and in person, including handling difficult, negative customers in a positive manner
- Communicate effectively both verbally and in writing;
- Willingly foster a positive work environment;
- Effectively multi-task, while staying organized;
- Exercise independent judgment and responsible decision making, quickly while under pressure;
- Understand and follow oral and written instructions; and
- Comply with Regional Transportation Authority policies and procedures.

Skills:

- Critical thinking and problem solving skills;
- Basic math skills, including the ability to accurately calculate and make change;
- Operate a variety of office equipment including a computer, calculator, copier, facsimile machine, shredder, and typewriter;
- Types at a speed necessary for successful job performance;
- Proficiency in Microsoft Excel and/or similar spreadsheet application(s);
- Proficiency in Microsoft Access, PowerPoint and/or similar application(s);
- Proficiency in Microsoft Word and/or similar word processing application(s); and
- Bilingual skills, in Spanish, are preferred.

Experience and Training Requirements:

This position requires any equivalent combination of the following training, education and experience that provides the individual with the required knowledge, skills, and abilities to perform the job.

- **Education:** High school diploma or GED.
- **Experience:** Minimum one (1) year related experience; previous transit trip planning experience preferred; and ability to fluently speak and read English and Spanish is preferred.
- **License or certificate:** Possession of an appropriate, valid TX Driver's License on the date of application as required for position to operate CCRTA vehicles.
- **Other Requirements:** Must be at least 18 years of age. Any job offer and continued employment is contingent upon completing and passing a pre-employment job agility evaluation, physical, drug and alcohol screen and background investigation with not more than two moving violations or accidents in the past three years, no more than one DWI/DUI in a lifetime, and no DWI/DUI in the past five years.

Working Conditions and Physical Requirements:

Works primarily in a typical, climate controlled office environment. Average amount of overtime and extended work hours are required. The noise level in the work environment is usually moderate. While performing the duties of the job, the employee occasionally works in outside weather conditions. Standard physical activity includes, but is not limited to, sitting, standing, and walking activities. Essential & marginal functions require maintaining physical conditions necessary to carry/lift/push or pull loads up to 10lbs.

CCRTA is proud to be an Equal Employment Opportunity Employer, supporting diversity in the workplace. M/F/D/V