

## **Nature of Work**

Position is responsible for the efficient and courteous customer assistance and cash handling on behalf of the Spokane Transit. Work includes responding to public inquiries, providing route and schedule information, selling passes and other revenue items. Work also includes maintaining accurate records and files, and reconciliation of cash receipts. Work involves a large volume of communication by telephone, in-person contact, via email and social media. The position requires interaction with a diverse segment of the public. Incumbents are expected to exercise patience, empathy, and expedience in a demanding public contact environment.

## **Supervision Received**

Position receives general supervision from the Customer Service and Plaza Operations Manager and/or the Lead Customer Service Representative.

## **Essential Functions**

- Receives and responds to telephone, email, social media and in-person requests for transit related information including trip planning, route inquiries, and sales information.
- Provides trip planning assistance via phone, counter email or social media by providing route, time and transfers information by referring to bus schedules and caller locations.
- Use and educate customers about “real-time information” to receive route information.
- Utilizes current computer technology through the Trapeze INFO- AGENT and INFO-COM to communicate trip planning or to document complaints and/or compliments.
- Receives and responds to customer complaints, questions and/or concerns.
- Resolve complaints, questions and/or concerns, using training provided.
- Assist individuals in emergency situations; including coordination with dispatchers.
- Attempt to deescalate tense interactions with upset customers.
- Operates cash register to give accurate change and sell bus passes, issues permits and smart cards, and maintains payment records.
- Processes website sales; verifies passes requested and payment; mails passes when necessary.
- Determines eligibility for reduced fare program; explains program rules and regulations; processes applications.
- Maintains and updates information for the reduced fare program.
- Reconciles cash register or cash box receipts.
- Performs daily and monthly reconciliation of all revenue and pass inventory, rents and sales.
- Assists with a variety of functions to ensure an efficient operation.
- Open and process mail. Prepare mailings and/or deliver schedules, maps, passes and other documents.
- Ensures that all schedules are available within the Plaza and at outlets throughout the region, delivered either by mail or direct distribution.
- Assists in the administration of special programs and events.
- Attends events to provide information about services and programs.
- May conduct presentations in Transportation Fairs, Employee Benefit Fairs or at other public events.
- Sort, catalog, release and dispose of lost and found items according to the lost and found policy.



## Position Description **Customer Service Representative**

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- Represent Spokane Transit in professional and positive light to the community.
- Must be punctual, reliable, and maintain regular attendance.
- Must be able to accurately and honestly represent STA in any legal proceedings that may result from the normal performance of the position.
- Other duties as assigned.

### Public Transit Agency Safety Plan

- Follow safety rules and safe practices described in accident prevention program, safety standards and training you receive.
- Promptly report unsafe conditions or actions to your supervisor or safety committee representative or the Safety Officer using the Safety Hazard Report Form.
- Ask for assistance if their physical capacities, skills and/or knowledge are not adequate to complete the task safely.
- Report all injuries to your supervisor promptly regardless of how serious.
- Report all near-miss incidents to your supervisor promptly.
- Always use personal protective equipment (PPE) in good working condition where it is required.
- Do not remove or disengage any safety device or safeguard provided for employee protection.
- Encourage co-workers by your words and example to use safe work practices on the job.
- Safeguard and look out for co-workers.
- Make suggestions to your supervisor, safety committee representative or management about changes you believe will improve employee safety and or eliminate hazards.

This job description in no way implies that the duties listed here are the only ones the employee can be required to perform. The employee is expected to perform other tasks, duties, and training as dictated by their Supervisor and/or Spokane Transit.

## **Minimum Requirements**

### Training and Experience

One year of customer service experience as a cashier, call center agent, customer service representative or bank teller.

### Physical Requirements

The physical activity of the position requires the ability to reach, stand, walk, twist, stoop, grasp, talk, and the ability to lift up to 25 pounds. Duties are sedentary in nature and are performed in office working conditions. Must be able to hear well enough, with or without correction, to receive and convey detailed information through verbal communication. Must have visual acuity to determine denominations of cash.

### Computer Skills

Must be proficient in Microsoft Office Word, Outlook, and Excel.



## Position Description Customer Service Representative

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### Work Hours

Must be available to work various shifts, with various days off and variable work hours, including holidays, in accordance with established work shift selection procedures.

### Selection Factors

- Ability to communicate clearly and accurately with passengers, the general public and co-workers; and to establish and maintain good public and employee relations.
- Ability to read and convey clearly routes, schedules, fares and general service and program information.
- Knowledge of modern office practices, procedures, computers and office machines.
- Proficiency in Microsoft Office Suite; Word, Excel and Outlook.
- Knowledge of English and arithmetic.
- Ability to accurately receive money, provide change, and account for and balance money.
- Ability to make and keep accurate records, complete forms, and perform routine job functions independently after training.
- Ability to follow instructions and respond to public inquiries and complaints regarding the Authority's transportation services and programs in accordance with policy and procedure.
- Ability to rapidly learn the activities, policies and procedures of the customer service function.
- Represent Spokane Transit in a professional and positive light to the community.
- Provide excellent customer service to all customers both internally and externally.
- Display and practice STA's Core Values in the workplace.
- Display a commitment to public service through the practice of patience and empathy.

### Wage

Salary as provided for in the negotiated contract with ATU 1015.

### AA/EEO Notice

All qualified applicants will receive consideration for employment and will not be discriminated against on the basis of age, disability, ethnicity/race, national origin, religion, gender, gender identity, sexual orientation or veteran status.

### Acknowledgement

*I acknowledge that I have read this job description, and I feel that I can perform the essential functions of the position with or without reasonable accommodations.*

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Employee Name Printed

Date

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Employee Signature