

Customer Service Representative

Victor Valley Transit Authority Employment Opportunity updated May 23, 2019

BASIC PURPOSE AND PRINCIPAL RESPONSIBILITIES

Position is responsible for the efficient and courteous customer assistance and cash handling, including responding to public inquiries, complaints, and questions; processes fare media sales; reconciles and prepares sales deposits; ensures accurate billing and payment from a variety of vendors; coordinates with contracted dispatch and operations staff; performs the full range of duties dealing with a variety of routine and demanding customer service issues requiring knowledge of Americans with Disabilities Act (ADA) as well as general transit service terminology, routes and schedules, policies, processes and procedures.

SUPERVISION RECEIVED AND EXERCISED

The Customer Service Representative is under the general direction of the Senior Customer Service Representative and supervision of the Deputy Executive Director.

EXAMPLES OF DUTIES

- Receives and logs complaints, compliments, comments, and unmet needs from the public into a customer service database; ascertains and evaluates information to determine specific nature of issue, and follows through with issues identified, keeping appropriate staff and customers informed of the outcome; files additional documentation and incident reports when completed; as appropriate, forwards only the most complex or highly charged complaints to a supervisor.
 - Ensures accurate ridership lists, billing and payment information from Inland (IRC) and other Regional Centers;
 - Processes and prepares the weekly reconciliation of credit cards utilized through VVTA and the operations contractor, month end reconciliation of NTC recurring pass sales, and with tracking and reconciling fare media sales by other vendors.
 - Responsible for receiving monies and processing direct fare media sales for individuals and prepaid fare media sales for social service, other public agencies and the operations contractor.
 - Represents VVTA in a variety of meetings, interfacing with operations contract staff and stakeholders on behalf of the department.
 - Assists Marketing and Planning with the maintenance and updates of schedules, brochures and riders' alerts for distribution. Works with appropriate staff to ensure customer information is accurate.
 - Provides customers with directions; consults electronic and hard copy maps and other transit documents to assist riders; explains directions and bus timing, and route information as necessary with excellent Customer Service.
 - Advise customers on rates, rules, regulations, service area, and routes; provides comprehensive information to customers regarding VVTA services.
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- Provides general administrative and accounting support to the Finance Department and the Deputy Executive Director. Performs a variety of general administrative, accounting and clerical duties.
- Assist the Finance Department in Accounts Receivable processes by creating client invoices on Cougar Mountain Accounting Software.
- Reconciles with Finance the client's receivables and payments received on weekly basis.
- Independently performs the essential functions of the position.
- Provides support during emergency response or weather-related incidents.
- Performs related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Modern office practices and procedures
- VVTA services, such as rates, routes, policies, and procedures
- Principles and practices of quality customer service
- Basic accounting and cashiering
- Information systems for record keeping and reporting
- Office-side maintenance of photocopier
- ADA rules and regulations
- Computers and applicable software applications, including Excel, word processing, Outlook calendars and emails

Ability to:

- Perform a variety of customer service, general office and accounting work
- Deal tactfully and courteously with public
- Phone etiquette and ability to deal with unruly persons over the phone
- Respond to issues and provide correct information; evaluate situations, identify problems, and exercise sound independent judgment within established guidelines
- Read, interpret and explain maps and routing information
- Interpret, apply, and explain established policies and procedures
- Communicate effectively, both orally and in writing with the public, stakeholders and other government agencies
- Effectively operate various office machines associated with the transit office environment
- Interpret effectively ADA rules and regulations
- Effectively operate a computer using word processing, e-mail, calendaring, database, and spreadsheet software
- Learn new software such as, but not limited to, TransTrack, Laser Fiche, Cougar Mountain, Syncromatics, ADA Ride and Ecolane
- Compile and maintain accurate records, files, and database systems
- Work in a team-based environment and achieve common goals
- Perform basic arithmetic with speed and accuracy
- Establish and maintain cooperative working relationships with those contacted in the course of business

Skill in:

- Spanish speaking and literacy are desired
- Effectively operating a computer using word processing, database, calendaring, e-mail, and spreadsheet software
- Typing at a speed necessary for successful job performance

Experience and Education:

Any combination of experience and training that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required knowledge, skills, and abilities would be:

Experience:

Customer Service Representative

Four years of increasingly more responsible administrative or accounting experience that includes significant public contact and resolution of customer service issues with at least one year of that experience at a transit system, government office or related field of endeavor.

Education:

Equivalent to graduation from high school, bachelor's degree preferred.

License or Certificate:

Possession of a valid California driver's license may be required at the time of appointment. Individuals who do not meet this requirement due to a physical disability will be considered on a case-by-case basis.

SPECIAL SKILLS AND WORK ENVIRONMENT

Regular and predictable attendance is a condition of employment and is an essential function of the job.

Physical Skills:

Mobility to work in a typical office setting. Physical ability to use standard office equipment, including a computer; sit at desk or stand for prolonged periods; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the phone; intermittently twist and reach office equipment; dexterity to use a money counter and computer; write and use keyboard to communicate through written means; lift or carry light weight; travel to and from various sites.

Work Environment:

Work in a standard office setting.

FLSA: Hourly, Non-exempt

Established: 2010-08

Revised: 2015-07

Revised: 2016-6-13

Revised: 2017-07

Revised: 2019-05