

**Sunset Empire Transportation District
Job Description**

Transit Center and Seaside Transit Office Customer Service Representative

Position Overview

Under the direct supervision of the Financial Officer, the Customer Service Representative will assist customers with their transportation needs.

Reporting Relationships

The Customer Service Representative reports to the Financial Officer.

Duties to include:

1. Provide customer service including ticket sales and all required documentation
2. Assist in trip planning for customers
3. Responsible for maintaining and stocking all bus schedules, brochures, forms and printed materials as requested
4. Open and close Transit center, TC lobby and Seaside Transit Office at designated times.
5. Responsible for Transit Center reservation and usage of the conference room.
6. Check Seaside Transit Office and Transit Center lobby, grounds and shelters for cleanliness and empty trash cans every 2 hours or as needed.
7. Check and stock bathrooms with necessary supplies daily
8. Count and balance TC Greyhound, Seaside Transit Office and TC SETD cash drawers including completing daily cash drop for deposit
9. Answers all incoming calls and transfer if needed
10. Use of radio to contact and coordinate rider connection needs to bus drivers
11. Document and forward any compliments or complaints
12. Proficient in computer data entry
13. Attend training and classes as directed
14. Other duties as requested

Qualifications

1. Education-High School Diploma or GED
2. Exceptional customer service skills
3. Experience in the use of personal computer, fax, multi-line phone, calculator and copier
4. Proficient in Microsoft Word and Excel
5. Ability to follow oral and written instructions
6. Ability to work well under pressure and possess good problem-solving skills
7. Must possess basic math and computation skills to maintain accuracy

Working Environment

The Customer Service Representative works in an office setting, an enclosed shelter, on buses and in the public.

Employee Signature _____ **Date** _____

Supervisor Signature _____ **Date** _____