

LIVERMORE AMADOR VALLEY TRANSIT AUTHORITY

This position is open until filled. The first filing deadline is February 4, 2016. Please submit a cover letter, resume, five work-related references and current salary to the attention of Beverly Adamo. Documents may be submitted via email to resumes@lavta.org, mailed to LAVTA, 1362 Rutan Court, Suite 100, Livermore, CA 94551, or faxed to 925.443.1375

POSITION CUSTOMER SERVICE REPRESENTATIVE

CLASSIFICATION Non-Exempt, Full-time Position

POSITION DESCRIPTION

Under supervision, the Customer Service Representative responds to front line customer service requests for information or complaint resolution and contributes to the overall customer service culture throughout the Wheels organization. The position is located at the Wheels Transit Center and activities include dissemination of route and schedule transit information, sale of fare instruments, and other activities involved in providing excellent customer care.

SPECIFIC DUTIES AND RESPONSIBILITIES

80% Customer Service Contact

Essential functions may include, but not be limited to, operating a call distribution/management system; answering transit information calls and in-person requests; retrieving transit route information from a computer database; directing callers to their destination by the quickest and most convenient transit route, assisting with trip planning as requested. Receives calls regarding customer complaints and documents complaints in computer database. Sells transit tickets and fare instruments to customers and handles cash, checks and credit card transactions. Builds and maintains positive working relationships with co-workers and the public using principles of Wheel Customer Relations Policy.

10% Transit Center Operations

As requested by supervisor, ensures the proper supply and display of route and schedule information and promotional materials at the Transit Center and restocks or reorders materials. Assists in monitoring the secure storage and tracking of "lost and found" articles, audits inventory, and following proper chain of custody procedures.

10% Other Duties

Participate in meetings as requested by supervisor or department manager. Other duties and/or projects as assigned by supervisor or department manager.

Behavior

The employee shall work well under pressure meeting multiple and sometimes competing deadlines. The employee shall at all times demonstrate cooperative behavior with colleagues, supervisors, contract service provider, and the public.

KNOWLEDGE/SKILLS REQUIRED BY POSITION

Skills & Abilities:

Ability to work with LAVTA employees at all levels of the organization

Ability to interact tactfully and effectively with customers, occasionally in challenging situations.

Ability to accurately handle cash, check and credit card transactions

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Must have commitment to LAVTA's standard for exceptional customer service

Knowledge:

Procedures and techniques for proper cash handling; principles and practices of excellent customer service and complaint resolution, fundamental clerical and office procedures; record-keeping; computer software; internet communications; communicate effectively in English both orally and in writing. Knowledge of or ability to gain knowledge of the geographical service area. Bilingual or multilingual abilities are desired.

ORGANIZATIONAL RELATIONSHIPS

Position reports directly to:

Director of Administrative Services

Day to Day supervision by onsite Customer Service Supervisor

Position coordinates with:

All LAVTA staff

LAVTA's contract service provider and other outside vendors

The public

QUALIFICATIONS

Training and experience equivalent to a high school diploma and one year of experience in work, with heavy public contact which involved explaining services and taking and answering customer requests and complaints and cash handling experience.

COMPENSATION

\$38,845 - \$54,386 annual salary range

BENEFITS

Retirement

- CalPERS (California Public Employees' Retirement System) – Plan and employee contribution dependent on any prior qualifying employment
- Authority does not contribute to social security

Annual Leave

- 176 hours of general leave time for years 1-5
- 216 hours of general leave time following the fifth year
- 12 paid holidays per year

Insurance

(With one possible exception for health care for which the employee may be responsible for partial payment for coverage, Authority pays employer AND employee contribution for all insurance coverage)

- Employee and dependent health care is provided through CalPERS
- Employee and dependent dental and vision coverage
- Disability insurance
- Life insurance at 1 ½ times the employee salary

Additional Benefits

- Professional Development – Authority pays for expenses for attendance at professional meetings in accordance with Board adopted budget