

CUSTOMER SERVICE REPRESENTATIVE



REPORTS TO: ADMINISTRATIVE SERVICES MANAGER
STATUS: PART-TIME, FLSA NON-EXEMPT
LOCATION: MULTIMODAL TRANSIT CENTER
SCHEDULE: MON-FRI, 10:00AM-3:00PM (FLEXIBILITY REQUIRED)
STARTING WAGE: \$16.32 PER WORKING HOUR
CLOSING DATE: OPEN UNTIL FILLED – REVIEW DEADLINE: JULY 12, 2019, 4:00PM

◆ Integrity ◆ Trust ◆ Common Truth ◆ Respect ◆ Compassion ◆

POSITION OVERVIEW

This position is responsible for performing a variety of clerical, administrative office support functions and customer service duties, with little supervision and a significant amount of responsibility and accountability. This position was established for the purpose(s) of greeting and directing visitors, responding to inquiries from staff and public by providing requested information and/or referral to appropriate parties, and providing general clerical support to ensure the efficient and effective functioning of the facility. This position requires knowledge of procedures, practices and terminology utilized within GTA. Work must be executed in a timely manner with professionalism, organization, minimal supervision and independent judgment. This position is covered under the Fair Labor Standards Act.

Specific duties to be performed include but not limited to:

- Cordially greet and assist individuals entering the building and/or work area, provide information and handle issues that require understanding and use of sound independent judgment; respond to requests for information from management, employees, customers and the public; refer certain issues and inquiries to appropriate staff.
- Answer incoming telephone calls and screen calls, transfer calls respond to inquiries and/or take messages when necessary.
- Maintain a high level of confidentiality and handle matters of a sensitive, private nature professionally and in accordance with GTA policies and culture.
- Respond to public inquiries in a courteous manner and within the scope of knowledge to provide information and/or assistance, refer to GTA staff where appropriate.
- Receive complaints from the public; ascertain issue(s), accurately and thoroughly record necessary information; refer to appropriate GTA staff.
- Maintain a uniform, organized system for filing paperwork, documents and forms.
- Receive, stamp and distribute incoming mail and other material, process outgoing mail and other material.
- Operate standard office equipment, including but not limited to: computer, multi-line phone system, 10-key calculator, copy machine, and fax machine.
- Input data to standard office and GTA forms and/or databases; compile and update data for various reports.
- Distribute scheduling information.
- Prepare and distribute flyers, brochures and notices as assigned.
- Duplicate and distribute materials as necessary.
- Manage all aspects of bus passes: distribute, collect and balance tally sheets.
- Assist with collection and deposit of transit fares.
- Update job knowledge and skills as needed and/or required.
- Take responsibility for content and quality of work assigned, and continuously demonstrate commitment, empathy, fairness, and integrity.
- Advocate and actively participate in continuous improvement of the Agency; assist team members when needed; and support the Agency workforce at all times.
- Promote, support and guide GTA's mission, vision, values and culture.
- Complete tasks and responsibilities in a thorough, accurate manner and meet key deadlines.
- Maintain punctuality, reliability and regular attendance to contribute to the efficient and effective delivery of transportation service(s) and associated duties.

- Establish, maintain and support effective and respectful working relationships; give and accept constructive feedback.
- Support a safety culture Agency-wide.
- Perform other duties as assigned, needed and/or required of a similar nature or level to make GTA an outstanding transit agency.

MINIMUM QUALIFICATIONS

- High School diploma and/or equivalent
- Experience with customer service and clerical/administrative practices and procedures preferred
- Working knowledge of modern computer software and systems, including MS Office - Word, Excel and Outlook
- Ability to use a high degree of discretion and diplomacy in dealing with sensitive situations and confidential information
- Strong interpersonal relations skills, including excellent customer service and communication skills
- Ability to be organized, efficient and dependable in a fast-paced environment
- Bilingual (verbal and written) English-Spanish desired, but not required
- Relevant work history and/or stable, verifiable work history within applicable area
- Valid Washington State driver’s license with acceptable driving record
- Must maintain an acceptable driving record level throughout employment, which will be monitored by periodic reviews of Motor Vehicle driving profile
- Excellent customer service and communication skills
- Work schedule will be primarily part-time, Monday through Friday 10:00am-3:00pm, but must be willing and able to work varying hours and days of the week, including short-term full-time and/or flex schedule, occasional weekends and holidays dependent on operational/departmental needs
- Must have reliable transportation to and from work location(s)

HOW TO APPLY

Interested, qualified applicants must submit GTA application, letter of interest and resume to Human Resources. Applications available online at: www.granttransit.com.

Submit Application Materials to: jobs@granttransit.com or via mail to:

Grant Transit Authority
 Attn. Human Resources Dept.
 PO Box 870
 Moses Lake, WA 98837

CLOSING DATE

Open until filled. For consideration in first review (further reviews not guaranteed), application materials must be received by Human Resources by July 12, 2019 at 4:00pm.

Grant Transit Authority is an equal opportunity employer and does not unlawfully discriminate on the basis of race, sex, age, color, religion, national origin, marital status, veterans status, disability status, sexual orientation, or any other basis prohibited by federal, state, or local law. Please let Grant Transit Authority know if you need accommodations in order to participate in the application process.

Full job description available upon request – contact Human Resources