



## Job Specification

<b>Job Title: Customer Service Representative I</b>	<b>FLSA Type: Non-Exempt</b>	<b>Date Established: N/A</b>
<b>Department: Transportation</b>	<b>EEO Code: 06</b>	<b>Date Revised:</b>
<b>Class Code: 08-10-21</b>	<b>Reports To: Manager I of Customer Service, Dispatch, and Scheduling</b>	<b>Date Approved:</b>

### Job Summary

Under general supervision, the Customer Service Representative I is responsible for providing information in response to inquiries about paratransit services.

### Essential Duties and Responsibilities

- Answer customer complaints or questions related to service issues; interprets and explains departmental rules and regulations.
- Perform a wide variety of clerical duties utilizing a computer, various software, and/or office equipment.
- Maintain records, logs, and schedules of calls received to schedule trips, dispatch drivers, and process customer cancellations and no shows.
- Answer inquiries from paratransit riders and the public regarding the operations, procedures, and policies of paratransit programs.
- Respond to telephone and walk-in inquiries and provide information to paratransit riders and the public about other relevant transportation programs.
- Assist program staff members with conducting information meetings for paratransit riders and members of the public.
- Process and file schedules and reports.
- Assume the role as a Customer Service Representative II, as needed.

### Qualifications (required):

- High School Diploma or G. E. D. (General Educational Development) equivalent.
- Minimum of one (1) year of customer service experience involving public contact.

### Preferred:

- Experience working in a paratransit environment.

### Knowledge, Skills, and Abilities

- Basic knowledge of Americans with Disabilities Act (ADA) and para-transit rules and regulations.
- Basic knowledge of federal, state, and local legislation regarding persons with disabilities.
- Knowledge of local geography.
- Skill in typing with speed and accuracy.
- Ability to use and interpret street maps, directories, timetables, and schedules.
- Considerable skill in effective oral and written communication.
- Skill in the use of personal computers and common office software.
- Ability to be flexible and work any assigned shift.

- Ability to maintain confidentiality of sensitive information.

**Licenses, Certifications, and Other Special Requirements:**

Candidates considered for placement in this classification may be subject to a Criminal Background Investigation based on the requirements of the position.

**Physical Demands**

The employee generally remains in a stationary position for an extended period of time operating standard office equipment which may include computers, telephones, photocopiers, and fax machines. The employee is expected to move about to accomplish tasks such as opening file cabinets and moving files. Must be able to lift, push, pull, and carry up to (25) pounds.

**Work Environment**

Work is performed primarily in an office environment. Some work requires travel to meetings, conferences, and other work sites with exposure to seasonal weather conditions. Must be able to work nights, weekends, and holidays.

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*The above statements reflect the general nature and level of work performed by employees assigned to this class. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Essential duties may vary from position to position.*

**Notes:**