



Job Specification

Job Title: Customer Service Representative II	FLSA Type: Non-Exempt	Date Established: N/A
Department: Transportation	EEO Code: 06	Date Revised:
Class Code: 08-10-22	Reports To: Manager I of Customer Service, Dispatch, and Scheduling	Date Approved:

Job Summary

Under general supervision, the Customer Service Representative II serves as the lead Customer Service Representative and is responsible for providing information in response to inquiries about paratransit services. Respond to inquiries and complaints that have been escalated by the Customer Service Representative I.

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.
- Serve as the liaison between customers and dispatch.
- 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.
- Review, revise, and approve reservation bookings for accuracy, completeness, and proper placement prior to transmitting to dispatch.
- Respond to customer calls referred from Customer Service Representative I for which routine bookings cannot be made.
- Train new employees on proper techniques for responding to inquiries.
- Process and file schedules and reports.

Qualifications (required):

- High School Diploma or G. E. D. (General Educational Development) equivalent.
- Three (3) years of customer service experience involving public contact.

Preferred:

- Experience working as a Customer Service Representative I.

Knowledge, Skills, and Abilities

- Knowledge of Americans with Disabilities Act (ADA) and paratransit rules and regulations.

- Knowledge of DDOT rules, policies, and transit operating practices.
- Knowledge of federal, state, and local legislation regarding persons with disabilities.
- Knowledge of local geography.
- Considerable skill in effective oral and written communication.
- Considerable skill in the use of personal computers and common office software.
- Skill in typing with speed and accuracy.
- Ability to use and interpret street maps, directories, timetables, and schedules.
- Ability to train and review the work of others.
- Ability to be flexible and work any assigned shift.

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.

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: