

**POSITION TITLE:** Lead Customer Service Representative

**REPORTS TO:** Customer Service Supervisor

**SUPERVISES:** Does not supervise others. May provide lead work direction to Customer Service Representatives.

**BARGAINING UNIT:** Amalgamated Transit Union, Local 1384

**SUMMARY:**

Provides information to the general public regarding the services of the System by responding to telephone, written and in-person inquiries; sells passes and tickets; performs daily cash balancing and performs duties in support of the Customer Service. Provides lead work direction as directed.

The Lead Customer Service Representative classification is distinguished from the Customer Service Representative classification by the greater complexity of work assignments as well as the responsibility to provide lead work direction to the Customer Service Representative staff as directed.

**ESSENTIAL JOB FUNCTIONS:**

1. Answers inquiries from customers and staff via telephone, in writing, or in person concerning route and schedule information, lost and found, field trips and all other Intercity Transit services. Performs trip planning duties providing schedule information on Intercity Transit, Pierce Transit, Seattle Metro, and Grays Harbor Transit routes.
2. Provides lead direction to Customer Service Representative staff on projects as directed, including scheduling and serving as liaison to other departments. Trains Customer Service Representative staff in various functions.
3. Manages all monthly pass and ticket sales outlets. Prepares consignment records. Delivers passes/tickets to outlets on a monthly basis, collects money from passes sold, maintains records for all outlets and prepares monthly reports.
4. Travels to various locations to provide reduced fair permits for senior citizens and disabled individuals. Screens and processes applications and prepares ID cards. Maintains computer records. Trains other staff on records maintenance.
5. Coordinates annual school pass program; coordinates schedule and travels to schools; prepares and distributes passes to students and maintains computer records.

6. Verifies cash register and change box consigned amounts and purchases change from bank as needed. Balances daily cash deposits and tickets and deposits in safe, inventories the passes and balances against daily log sheet total. Programs cash register when fare changes occur. Trains other staff on cash register and cashing out procedures.
7. Sells passes, tickets and identification cards. Maintains and is accountable for keeping appropriate records of all sales items. Makes identification cards for public, employees and families--task includes photography and laminating. Completes voucher sales for passes, tickets and identification cards to various service agencies; verifies incomplete/incorrect information with appropriate agencies.
8. Receives customer inquiries, concerns, and complaints relating to service; records information and directs to appropriate personnel; issues ride coupons as appropriate.
9. Provides information on use and qualifying criteria for special programs such as reduced fare and dial-a-ride. Prepares and issues ID cards. Verifies incomplete/incorrect information with physician or appropriate agencies, enters information into computer, and maintains related files.
10. Daily receives and records lost and found items and issues claimed items to customer upon correct identification. Contacts owners of identified items and sorts out lost and found bins for appropriate distribution.
11. Maintains inventory of office supplies.
12. Researches service changes and updates customer service books as necessary to provide current information. Maintains customer information aids.
13. Receives ride request phone calls and records appropriate information for Custom Bus; forwards information to dispatcher.
14. Assists with route and schedule information at transit fairs, special events and other Marketing activities.
15. Advises Supervisor and Dispatch of schedule and service problems indicated by customer inquiries and comments. Assists with emergencies as needed.
16. Operates a variety of office equipment including computer, telephone line sequencer, typewriter, camera, laminator, calculator, copier, fax machine, TDD machine, and cash register. Gathers statistics and prepares reports on telephone sequencer.

17. Prepares training aids for Customer Service Training Manuals and assists with training activities for new employees.

**OTHER JOB FUNCTIONS:**

18. May assist or participate in hiring process for Customer Service Representatives.
19. Performs other related duties as assigned

**WORKING CONDITIONS:**

Duties are primarily performed in an office environment while sitting at a desk or computer terminal. Duties may require evening or weekend work outside of normal System working hours.

**KNOWLEDGE, ABILITIES AND SKILLS:**

Knowledge of Thurston County metropolitan area. Ability to read maps and understand routing directions, customer service techniques, and proper English usage.

Ability to listen effectively, assimilate information, and to relate in a clear, friendly and informative manner route and bus schedule information to persons over the phone, in writing and in person.

Ability to deal tactfully, patiently and effectively with individuals from diverse backgrounds frequently under stressful circumstances.

Ability to operate the telephone using a clear, well-modulated voice, and good diction.

Knowledge of handling and security procedures for cash and materials having monetary value. Ability to accurately perform monetary transactions.

Ability to operate a computer to accomplish word processing and data entry tasks. Ability to accurately perform arithmetic computations. Knowledge of computerized and manual record keeping systems and the ability to maintain them.

Ability to work with little supervision.

Ability to understand and execute oral and written instructions, policies and procedures.

Ability to operate standard office equipment and radio communication system.

Thorough knowledge of office procedures and practices.

Physical ability to perform the essential functions of the job.

**REQUIRED EDUCATION AND EXPERIENCE:**

High School Diploma or GED, and course work or training in customer or public relations, or retail sales.

Two (2) years experience performing public contact work.

Any combination of education and experience that would provide the applicant with the desired skills, knowledge and ability required to perform the job will be considered.

Individual may be required to attend schools/workshops on a yearly basis to maintain skill level necessary to carry out position responsibilities.

**SPECIAL REQUIREMENTS:**

Ability to work evenings and weekends.

Must be able to sit for prolonged periods of time.

Must pass a job-offer employment related physical examination to include a drug and alcohol screen prior to appointment to position.

*Effective May 18, 2009:* Must pass a Washington State Patrol and/or other agency type background check.

This job description is not intended and should not be construed to be an exhaustive list of all responsibilities, skills, efforts or working conditions associated with this job; it is intended to be an accurate reflection of those principal job elements essential for making fair pay decisions about this job.