

**SACRAMENTO REGIONAL TRANSIT DISTRICT
JOB DESCRIPTION**

CLASSIFICATION TITLE: Customer Service Representative I & II

DATE REVISED: 09/97

PAY FAMILY: ATU, Local 256

SUPERVISES: None

GRADE: Per CBA

OVERTIME STATUS: Non-exempt

JOB SUMMARY

Under general supervision, employees in this position provide information related services to transit customers.

ESSENTIAL FUNCTIONS

Duties may include but are not limited to the following: Operate PBX console to answer telephone and assist caller with information or referral. Determine best possible route and schedule for customers, upon request. Compute and quote rates for trips using rate table. Answer inquiries and provide information to walk-in customers. Furnish patrons with District literature. Maintain cash box to sell fare merchandise. Collect money, make change and issue receipts. Inventory merchandise and prepare daily deposit.

OTHER JOB FUNCTIONS

Operate standard office machines such as copier, fax, etc.; and specialized departmental equipment. Maintain files, logs, and records. Distribute written materials, mail, and related items. Train other staff. Participate in community outreach events and presentations. Perform related duties as assigned.

MINIMUM QUALIFICATIONS

High School diploma and six months of public contact work experience.

and

Knowledge of:

- Customer service and public relations techniques.
- Telephone etiquette and procedure
- Correct English usage, spelling, grammar, and punctuation.

and

Ability to:

Read English at a level necessary to interpret transit routes, schedules, maps, and written materials.

Calculate math and cash transactions accurately.

Communicate verbally with the public and District personnel, in English and in a professional manner.

Understand and follow oral and written instructions.

Use good judgement in making routine decisions.

Learn to write basic correspondence.

Learn the geography of the local area.

Learn to use standard office machines and specialized office equipment.

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AGREEMENT DATE

FOR REGIONAL TRANSIT

FOR ATU LOCAL 256