

**SACRAMENTO REGIONAL TRANSIT DISTRICT
JOB DESCRIPTION**

CLASSIFICATION TITLE: Customer Service Representative III

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 perform secretarial duties and office support for the Customer Service Department.

ESSENTIAL FUNCTIONS

Duties may include but are not limited to the following: answer telephone and assist caller with information or referral. Determine an appropriate course of action for a variety of subjects and circumstances. Provide customers with transit information such as services, routes, schedules, fares, and District rules/regulations. Determine best possible route and schedule for customers, upon request. Prepare written materials and documents from rough draft, notes, verbal direction, or a dictaphone using computer or typewriter. Compose correspondence, memos, and reports independently. Edit written materials of moderate complexity including technical reports, correspondence, and forms. Establish and maintain automated and hard copy files and records. Input data to maintain and update records, using computer. Obtain and organize data for various projects. Calculate math to verify and submit payroll data. Order, collect and maintain office supplies and materials. Train employees to provide department services.

OTHER JOB FUNCTIONS

Set up equipment, cash box, and files in photo identification unit. Deliver fare merchandise and literature to various locations. May perform duties that require cash box transactions and sales to District merchants. Assist with community presentations and group travel arrangements. Operate standard office machines such as, computer, printer, copier, 10-key, fax, etc.; and specialized departmental equipment. Proofread all work for accuracy, completeness, and compliance with District standards. Make copies of completed work. Distribute written materials, mail, and related documents. Perform related duties as assigned.

MINIMUM QUALIFICATIONS

High School diploma and two years of District work experience performing clerical duties involved with public contact or customer relations. Must have a satisfactory attendance record.

or

Three years of high volume public contact work experience in a similar work environment.

and

Knowledge of:

- Public transit services and basic operations.
- Customer service and public relations techniques.
- Basic computer operations and various software applications.
- General office practices.
- Standard methods of filing (alphabetic, numeric, chronological)
- Correct English usage, spelling, grammar, and punctuation.

and

Ability to:

- Type accurately at a net rate of 45 words per minute.
- Operate standard office machines, photo and communications equipment.
- Read English at a level necessary to process routine paperwork.
- Compose written materials independently.
- Edit and proofread written materials accurately.
- Calculate basic math.
- Communicate verbally and in writing with the public and District personnel, in English and in a professional manner.
- Understand and follow oral and written instructions.
- Work independently and demonstrate initiative and good judgement.
- Obtain and maintain a valid Class C California driver=s license issued by the Department of Motor Vehicles.

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AGREEMENT DATE

FOR REGIONAL TRANSIT

FOR ATU LOCAL 256