



Title: Customer Service Representative

FLSA Status: NON-EXEMPT

BRIEF DESCRIPTION:

The purpose of this position is to perform general customer service and clerical support for the assigned department. This position performs call center and revenue sales/cashier duties, depending on assignment. This is accomplished by assisting walk-in and/or call center customers with general inquiries, collecting and monitoring lost and found items, or directing to appropriate department for additional assistance; distributing District literature and policies; answering telephones; maintaining logs and records; processing photo IDs and similar customer service activities. Other duties include participating in community outreach as needed.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions	% of Time
1	L	Revenue Sales/Cashier: Performs sales activities; operates cash register; maintains inventory; reconciles deposit and inventory balances; assist with class passes; exchanges maintains sales records; assists customers with route, schedule, and fare information. Call Center: Performs call center customer service duties with heavy emphasis on answering telephones; directs callers to appropriate departments; provides route, schedule and fare information to customers verbally and electronically and assists general public using travel planning software.	60%
4	L	Assists disabled customers and students under age 18 with paperwork for rate discount; logs photo ID sales; maintains camera and printer equipment.	10%
2	L	Maintains lost and found logs; assists customers in locating lost and found items.; computes and quotes fares .	15%
3	L	Maintains cash box; prepares deposits; performs daily reconciliation.	15%



JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	High School Diploma or GED equivalent.
Experience	Minimum one (1) year customer service experience. Previous call center experience desirable.
Supervision	Position has no responsibility for the direction or supervision of others.
Human Collaboration Skills	Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Difficult customers, policy exceptions, unusual circumstances require escalation to supervisor. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas with high impact to the organization.
Freedom to Act	After receiving general instructions, the employee normally performs the duty assignments as to methods, procedures, and desired end results. There is some opportunity for discretion while making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.
Technical Skills	Basic - Work requires the use of standard technical skills appropriate to the work environment of the organization. Application of skills affects accuracy of multiple projects.
Budget Responsibility	Position has no fiscal responsibility.
Reading	Basic – Ability to recognize meaning of common two- or three-syllable words. Ordinarily, education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Math	Basic – Ability to perform the four basic arithmetic operations (addition, subtraction, multiplication, division). Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Writing	Basic – Ability to write simple sentences containing subject, verb, and object, and/or series of numbers, names and addresses Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Certification & Other Requirements	



KNOWLEDGE
<ul style="list-style-type: none"> • Customer service and public relations methods and techniques • Relative location of cities, basic geography and prominent landmarks of Sacramento County. • General office practices and methods • Basic mathematics • Practical application of computers and peripheral equipment <ul style="list-style-type: none"> • English grammar, punctuation, spelling, and usage • Standard office machine usage

SKILLS
<ul style="list-style-type: none"> • Basic word processing, spreadsheet, database and e-mail software. • Specialized software and equipment related to functional area.

ABILITIES
<ul style="list-style-type: none"> • Learn District’s policies, procedures and practices • Communicate and interact with employees and the public effectively and professionally and maintain courteous demeanor • Apply customer service skills, representing the District in a positive way while working with the public • Effectively deal with difficult people and situations • Quickly learn District’s routes, schedules and fare structures and read maps • Learn proper use of trip planning software • Operate telephone switchboard/call distribution system, standard office machines and photo equipment • Learn methods of cash handling and to balance and reconcile cash-drawer and daily sales. • Work independently and follow verbal and written instructions • Work flexible and/or irregular hours • Communicate clearly and concisely in English both orally and in writing

OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with “X”-					
Sedentary	Light	X	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	X	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.



PHYSICAL DEMANDS:

C Continuously <small>2/3 or more of the time.</small>	F Frequently <small>From 1/3 to 2/3 of the time.</small>	O Occasionally <small>Up to 1/3 of the time.</small>	R Rarely <small>Less than 1 hour per week.</small>	N Never <small>Never occurs.</small>
---	---	---	---	---

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	F	Communicating with co-workers
Sitting	C	Desk work;
Walking	F	To other departments/offices
Lifting	O	Supplies
Carrying	O	Supplies
Pushing/Pulling	R	Tables and chairs
Reaching	O	For supplies
Handling	C	Paperwork; Monies
Fine Dexterity	C	Computer keyboard; Telephone keypad, Calculator
Kneeling	O	Retrieving items from lower shelves/ground
Crouching	O	Filing in lower drawers; Retrieving items from lower shelves/ground
Crawling	N	
Bending	O	Retrieving items from lower shelves/ground
Twisting	R	From computer to telephone
Climbing	R	Stairs
Balancing	N	
Vision	C	Reading; Computer screen
Hearing	C	Communicating via telephone/radio, to co-workers/public; Listening to equipment
Talking	C	Communicating via telephone/radio, to co-workers/public
Foot Controls	R	Driving
Other (specified, if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Call distribution system, fax machine, copier, 10-key, printer, scanner, digital camera and printer, PC, software related to duties



ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
--------------------------	------------------------	--------------------------	--------------------	-------------------

D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
-------------------	------------------------------------	-------------------------------------	------------------------	-------------------

-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	R
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	R
Physical Danger or Abuse	N
Other (see 1 below)	R

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	N
Noise and Vibration	N
Wetness/Humidity	N
Physical Hazards	N

(1) Unsanitary items and clean-up (Lost and Found); Bio Hazards (needles, drugs, etc.)

PROTECTIVE EQUIPMENT REQUIRED: Gloves; hand sanitizer; sharps container

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
---	---	---	-----------------------------------

-Description of Non-Physical Demands-	-Frequency-
Time Pressure	O
Emergency Situation	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	N
Other (specified, if applicable)	

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other	
Recreation/Neighborhood Center			

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.