



**Title: Fare Prepayment Clerk**

FLSA Status: NON-EXEMPT

**BRIEF DESCRIPTION:**

The purpose of this position is to process transactions and reports related to Fare Prepayment (FPP), Mail/Telephone Orders (MTO) and Cash Box Holders (CBH). This is accomplished by receiving, processing, packing and shipping FPP and MTO orders according to specific deadlines; performing a full range of duties related to shipping, receiving, storing, control and distribution of District’s and other transit agencies’ media; reviewing and updating customer profiles, orders and accounts; executing media audit and inventory activities; providing customer service for internal and external customers. Other duties may include ordering supplies; processing invoices and media for ticket exchanges, include sorting and distributing mail, maintaining petty cash drawer, filing, assisting and directing incoming calls and visitors and other clerical duties as assigned.

**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	Processes daily incoming and monthly bulk orders; executes and prints reconciliation forms, customer orders and return checklists; assembles packages and prepares shipping labels; enters media change codes into computerized system; verifies shipping order accuracy; prepares orders for customer pick-up; processes correspondence, voicemail, electronic and online MTO web orders.	50%
2	S	Tracks customer orders; generates replacement orders; researches and resolves customer issues related to payments, returns, adjustments, account updates, change order requests, ticket exchanges, and general requests or complaints; provides other District personnel with tracking, recording and reporting information as required.	15%
3	S	Processes daily mail/telephone order paperwork and completed report packets; files and maintains records, logs and orders; processes daily customer service transactions into computerized system; assists with special requests for orders from internal or external customers, orders supplies and maintains FPP room.	15%
4	M	Provides clerical support in all aspects of media support including, securing, ordering, receiving, shipping, storing,	10%



		control and distribution; reconciles and audits media; researches discrepancies; secures media and reports lost/stolen media; conducts daily media inventory.	
5	S	Reviews customer database for outstanding invoices and contacts customers; submits Accessible Services and Responsibility reconciliation sheets; recommends account deactivation for accounts in poor standing; makes template changes as requested, provides assistance in other clerical assignments as needed.	10%

**JOB REQUIREMENTS:**

-Description of Minimum Job Requirements-	
Formal Education	High School Diploma or GED equivalent.
Experience	Minimum of one (1) year clerical or administrative experience.
Supervision	Position has no responsibility for the direction or supervision of others.
Human Collaboration Skills	Requires regular interaction involving exchange and receipt of information.
Freedom to Act	After receiving detailed instructions, the employee normally performs the duty assignments as to methods, procedures, and desired end results with little room for deviation. The immediate supervisor may, at times, provide close and constant review.
Technical Skills	Basic: Work requires the use of standard technical skills appropriate to the work environment of the organization
Budget Responsibility	Position has no fiscal responsibility.
Reading	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to the college level. 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	None.



<b>KNOWLEDGE</b>
<ul style="list-style-type: none"> <li>• Record keeping and filing methods and systems</li> <li>• Basic mathematics</li> <li>• Practical application of computers and peripheral equipment</li> <li>• English grammar, punctuation, spelling, and usage</li> <li>• Standard office machine usage</li> <li>• General methods of tactful public communication and customer service practices</li> </ul>

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

<b>ABILITIES</b>
<ul style="list-style-type: none"> <li>• Learn, understand and apply District and departmental operating policies, procedures, systems, and methods</li> <li>• Learn to perform basic clerical accounting tasks</li> <li>• Learn principles and methods of cash handling</li> <li>• Understand and follow verbal and written instructions</li> <li>• Organize information clearly and precisely</li> <li>• Handle all internal/external contacts with courtesy, diplomacy, and tact.</li> <li>• Establish and maintain effective working relationships with employees and external contacts</li> <li>• Effectively deal with difficult people and situations</li> <li>• Prioritize and deal with conflicting workload requirements</li> <li>• Communicate clearly and concisely in English both orally and in writing</li> <li>• Apply customer service skills, representing the District in a positive way while working with the public</li> <li>• Reconcile account information and post transactions accurately</li> <li>• Prepare reports related to position</li> <li>• Compose basic business correspondence</li> <li>• Accurately proofread details, noting and detecting errors</li> </ul>

**OVERALL PHYSICAL STRENGTH DEMANDS:**

-Physical strength for this position is indicated below with "X"-				
Sedentary	Light	Medium <b>X</b>	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.	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:**

<b>C</b> Continuously <small>2/3 or more of the time.</small>	<b>F</b> Frequently <small>From 1/3 to 2/3 of the time.</small>	<b>O</b> Occasionally <small>Up to 1/3 of the time.</small>	<b>R</b> Rarely <small>Less than 1 hour per week.</small>	<b>N</b> Never <small>Never occurs.</small>
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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	R	Observing work duties; Communicating with co-workers
Sitting	F	Desk work
Walking	F	To other departments/offices; Around work site
Lifting	O	Supplies; Files
Carrying	O	Supplies; Files
Pushing/Pulling	O	
Reaching	F	For supplies; For files
Handling	F	Paperwork
Fine Dexterity	F	Computer keyboard; Telephone keypad; 10-key
Kneeling	R	Retrieving items from lower shelves/ground
Crouching	R	Retrieving items from lower shelves/ground
Crawling	N	
Bending	R	Filing in lower drawers; Retrieving items from lower shelves/ground
Twisting	O	From computer to telephone
Climbing	R	Stairs; Step stools
Balancing	R	On step stools
Vision	C	Reading; Computer screen; observing work site
Hearing	F	Communicating via telephone/radio, to co-workers/public
Talking	O	Communicating via telephone/radio, to co-workers/public
Foot Controls	N	
Other (specified, if applicable)		

**MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:**

Tape gun, hand cart, step stool, fax machine, copier, scanner, printer, 10 key, PC, software related to duties.



**ENVIRONMENTAL FACTORS:**

<b>C</b> Continuously	<b>F</b> Frequently	<b>O</b> Occasionally	<b>R</b> Rarely	<b>N</b> Never
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<b>D</b> Daily	<b>W</b> Several Times Per Week	<b>M</b> Several Times Per Month	<b>S</b> Seasonally	<b>N</b> Never
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-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	N
Other (specified, if applicable)	

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

**PROTECTIVE EQUIPMENT REQUIRED:** None

**NON-PHYSICAL DEMANDS:**

<b>F</b> Frequently From 1/3 to 2/3 of the time	<b>O</b> Occasionally Up to 1/3 of the time	<b>R</b> Rarely Less than 1 hour per week	<b>N</b> Never Never occurs
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-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	O
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	R
Tedious or Exacting Work	F
Noisy/Distracting Environment	R
Other (specified, if applicable)	

**PRIMARY WORK LOCATION:**

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other – Closed room environment	X
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.