



The Lehigh and Northampton Transportation Authority is accepting applications for the Customer Service position.

TITLE: Customer Service Representative (CSR)
REPORTS TO: Customer Service Manager
SALARY: Biweekly salary \$960/ \$12.00 per hour

APPLICATION INSTRUCTIONS - Submit cover letter and resume to Jason Polster, Human Resources Coordinator at jpolster@lantabus.com by December 31, 2017.

RESPONSIBILITIES: The CSR works at the direction of the Customer Service Manager. Responsibilities include duties to assure that the most current information is provided quickly and correctly. Also serves as the key contact point within LANTA for its customers - those seeking to utilize the public transportation system (LANtaBus, LANtaVan, LANtaFlex, other services) or those conducting business with LANTA.

EXAMPLES OF DUTIES

The Customer Service Representative performs a variety of service support tasks in the Customer Service Department including, but not limited to:

- The sale of tickets and passes at the Customer Service window.
- Reception, greet customers/visitors and provide access to appropriate department personnel.
- Communicate with passengers via phone in a fast paced environment.
- Provide back-up for service information lines. Mail out service and marketing information as required (maps, schedules, procedures, etc).
- Provide knowledgeable service information to LANtaBus users (and potential users) including fares, hours of operation, eligibility criteria, registration procedures and so forth.
- Document all service related complaints, comments and commendations on appropriate forms.
- Help passengers navigate the LANTA website and LANtaBus application on mobile devices.
- Perform general clerical functions and provides support for development/marketing projects.
- Maintain LANTA public information systems including timetable distribution.
- Perform other duties that are consistent with the Customer Service Department vision and as may be assigned by the Customer Service Manager.

The conduct of many of the duties of this position may require field work.

Qualifications

- High School degree with a minimum of three years' experience as a receptionist, telephone operator or customer service position.
- Excellent telephone etiquette and customer service skills, able to effectively and appropriately communicate with LANTA's customers. Must enjoy working with people.
- Ability to practice active listening, giving full attention to the caller, taking time to understand his/her requests or questions without interrupting and asking for clarification, when necessary.
- Knowledge of administrative clerical procedures and systems, such as database technology and other office procedures.
- Ability to read and understand bus schedules and timetables.
- Familiar with local street geography and the location of key community/employment facilities. Ability to work with maps.
- Must possess some basic PC skills.
- Spanish speaking is not required but will strongly be considered.
- Must have a flexible work schedule.