

LANTA Position Description

Title: Customer Service Representative (CSR)
Classification: Level I
Department: LANtaBus Rider Experience
Date Established/Revised: 11/28/2017

Responsibilities:

The staff position is 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. The CSR is part of the customer service team which assures the most current information is provided quickly and correctly, inquiries and registrations are processed efficiently and cataloged, and service delivery concerns are effectively handled at the proper levels. The CSR reports to the Assistant Manager of Customer Service.

Job Specification, Standards and Requirements:

- 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.
- Provide knowledgeable service information to LANtaBus users (and potential users) including fares, hours of operation, eligibility criteria, registration procedures and so forth.
- Mail out service and marketing information as required (maps, schedules, procedures, etc.).
- Document all service related complaints, comments and commendations in the database.
- 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 Assistant Manager of Customer Service.

Qualifications and Key Skills:

- 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.