

## **CAPITAL AREA TRANSIT SYSTEM**

<b>DEPARTMENT:</b>	<b>Customer Care</b>
<b>POSITION:</b>	<b>Customer Care Representative</b>
<b>OPENING DATE:</b>	<b>January 28, 2020</b>
<b>CLOSING DATE:</b>	<b>February 10, 2020</b>
<b>RECRUITMENT TYPE:</b>	<b>Internal/External</b>

### **Summary**

The Customer Care Representative provides passengers with needed information and Responsibilities include providing route, schedule and fare program structure and information to the public.

### **Essential Duties and Responsibilities**

Provides route and schedule information to public

Answers telephones for customer and general inquires

Provides fare information, sell bus passes and handle cash for sales

References Route Match to provide accurate time and locations for relay to customers

Handles customer inquiries and complaints and routes them as necessary with the objective of resolving situations in the shortest amount of time and at the lowest organizational level.

Recommends corrective services to adjust customer complaints

Performs other duties associated with partner department and as directed by supervisor

Other tasks as assigned

**Minimum Requirements:**

High school diploma or equivalent and three years' experience in customer service  
Preferred Qualifications: Bachelor's degree in any field.

**Required Knowledge, Skills and Abilities:**

Knowledge of customer service principles and practice, cash handling practices, knowledge of bus routes and ability to give proper direction

Preparing reports, maintaining logs and records, providing customer service, reading maps, communication, interpersonal skills and ability to exchange and convey information and receive work direction

**CATS is an equal opportunity employer. As such, CATS will recruit, hire, train, and promote in all job levels the most qualified persons without regard to race, color, creed, national origin, sex, age or handicap. All employment decisions are based on job-related standards and must comply with the principles of equal employment opportunity.**

Please submit a cover letter and resume to: [catscareers@brcats.com](mailto:catscareers@brcats.com). Submittal must be received no later than Monday, February 10, 2020.