

JOB OPPORTUNITIES

CAPITAL AREA TRANSIT SYSTEM

**LOCATION:**

2250 FLORIDA BLVD.

5700 FLORIDA BLVD.

JOB POSTING DATE:

6.21.2017

How To Apply:

Submit an Employee Application along with your resume to Human Resources.

HR Fax: 225.346.3249

HR Email: careers@brcats.com

CUSTOMER CARE REPRESENTATIVE

JOB TITLE: Customer Care Representative

FLSA STATUS: Non-Exempt

SUPERVISION RECEIVED FROM: Customer Care Manager, Customer Care Supervisor

DEPARTMENT: Customer Service

WORK SCHEDULE: Varies

SUPERVISION EXERCISED OVER: N/A

MINIMUM QUALIFICATIONS: High school diploma or equivalent and three years of experience in customer service

PREFERRED QUALIFICATIONS: Bachelor's degree in any field.

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.

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.

ESSENTIAL DUTIES:

Provides route and schedule information to public. Answers telephones for customer and general inquiries. 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.

**CAPITAL AREA
TRANSIT SYSTEM**

2250 Florida Boulevard
Baton Rouge, LA 70802

Phone: 225.389.8920

Fax: 225.389.8919

Capital Area Transit System (CATS) provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, CATS complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.