

Job Title:
Customer Service Rep

FLSA STATUS: Non-Exempt

SUPERVISION RECEIVED FROM: Customer Service Manager

DEPARTMENT: Operations

WORK SCHEDULE: Varies, Typically M-F with frequent night and weekend work

SUPERVISION EXERCISED OVER: N/A

MINIMUM QUALIFICATIONS: High School Diploma and at four years (4) of (full-time equivalent) verifiable professional retail sales experience which includes daily closeouts, periodic reporting, tracking sales and inventory of tickets/merchandise, resolving customer complaints. At least two (2) years of experience with the use of business application software such as Microsoft Access and Excel.

SUMMARY: Interact with customers in person as well as over the phone. Responsible for utilizing company policies to solve customer issues and directing calls to the managerial team when necessary. Our Call Center Representatives are often the first point of contact for customers; representatives must commit to customer satisfaction and give accurate information in a timely manner.

REQUIRED KNOWLEDGE, SKILLS, and ABILITIES:

Knowledge of: Interact with customers in person as well as over the phone, to provide information regarding bus routes, schedules and any other services provided by CATS. In addition you must be capable of diffusing and/or resolving possible customer complaints. Cash handling information and superior customer service skills are a must. Computer and telephone skills are required. Must be professional, punctual, reliable, and a people person.

Ability to: Interact with customers in person as well as over the phone, to provide information regarding bus routes, schedules and any other services provided by CATS. In addition you must be capable of diffusing and/or resolving possible customer complaints. Cash handling information and superior customer service skills are a must. Computer and telephone skills are required.

Must be professional, punctual, reliable, and a people person.

ESSENTIAL DUTIES:

Interact with customers in person as well as over the phone, to provide information regarding bus routes, schedules and any other services provided by CATS. In addition you must be capable of diffusing and/or resolving possible customer complaints. Cash handling information and superior customer service skills are a must. Computer and telephone skills are required. Must be professional, punctual, reliable, and a people person.

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.