

HIRTA Public Transit / Heart of Iowa Regional Transit Agency

JOB DESCRIPTION

Job Title:	Customer Service Full-Time (40/hr)	Department:	Operations
Written:	March 20, 2014	Location:	Urbandale
Revised:	November 23, 2016	Reports To:	Customer Service Supervisor
Status:	Non-Exempt	Supervises:	None

DESCRIPTION OF WORK:

Under general supervision, operates communication systems utilizing telephone and computer equipment to provide assistance to the public in support of daily transit operations of demand response and paratransit services. Provides information to the public in response to service requests.

This is a safety sensitive position subject to the rules and regulations of the Drug and Alcohol Policy.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Conducts self in an appropriate manner as a representative of HIRTA, working effectively in a diverse work environment.
- Responds to constant changing needs of HIRTA in relation to coverage of operations, sometimes on minimal notice.
- Uses RouteMatch scheduling software to schedule customer trips.
- Reviews, organizes and maintains trip data to maximize service efficiencies.
- Contacts customers with trip change information as necessary.
- Responds to service requests promptly and with courtesy; provides information to the public in a courteous manner.
- Enter data from manifests into RouteMatch to complete trip verification process.
- Responds to all calls and service requests promptly and with courtesy.
- Maintains an exemplary attendance record.
- Maintains confidentiality regarding HIRTA related business and customer data.
- All other job-related duties as assigned.

QUALIFICATIONS:

- Working knowledge of HIRTA policies, procedures, fare structure, service area and schedules.
- Demonstrated ability to use computer and to type with reasonable speed and accuracy.
- Demonstrated ability to communicate effectively, orally and in writing.
- Ability to actively listen and exercise positive customer service skills.
- Ability to read and interpret driver manifests.
- Ability to effectively manage the workload; includes organizing, setting reasonable priorities, time management, and handling multiple tasks
- Ability to use good judgment and common sense, making decisions under pressure.
- Ability to work effectively as a team member.
- Ability to read and assimilate information.
- Ability to track and document facts in a timely manner. This includes customer comments, service changes, special needs, etc.
- Ability to work under and effectively handle stress and pressure.
- Sensitivity, empathy and patience.
- Demonstrated ability to work effectively in a diverse workforce.

OR

An equivalent combination of experience, knowledge, skills, abilities and other characteristics consistent with the required qualifications as determined by the job analysis.

CORE COMPETENCIES:

COMMUNICATION: good written and verbal communication, organized thought processes, polite and respectful of others, adapts presentations to the audience.

ANALYSIS/PROBLEM SOLVING: thoroughly thinks out and evaluates alternatives, innovative problem resolution, pro-active approach, initiative to resolve problems.

FLEXIBILITY: able to adapt behavior, opinions, tactics, and strategies to different situations, individuals, or changing priorities.

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by people assigned to this job position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel in employed in this position. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

ACKNOWLEDGEMENT

Job Description Sign Off

I have reviewed and understand the job description and believe it to be accurate and complete. I understand that the Management of HIRTA Public Transit retains the right to change Job Descriptions as deemed necessary. I will follow and adhere to this Job Description to the best of my ability.

Employee Signature

Date