

Regional Transit Job Announcement

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2810 O Street, Sacramento, CA 95816 (916) 556-0298

Customer Service Representative

Internal / External

Salary: \$14.27 - \$19.71 hourly
(Plus Excellent Benefits)

Posting Date: October 26, 2017 (Thu)
Filing Deadline: November 8, 2017 (Wed)

SUPPLEMENTAL QUESTIONNAIRE IS REQUIRED AT THE TIME OF APPLICATION

AN ELIGIBILITY LIST WILL BE CREATED FROM THIS RECRUITMENT TO BE USED IN FILLING FUTURE VACANCIES

BRIEF DESCRIPTION

The purpose of this position is to perform general customer service and clerical support for the assigned department. This position performs call center and revenue sales/cashier duties, depending on assignment. This is accomplished by assisting walk-in and/or call center customers with general inquiries, collecting and monitoring lost and found items, or directing to appropriate department for additional assistance; distributing District literature and policies; answering telephones; maintaining logs and records; processing photo IDs and similar customer service activities. Other duties include participating in community outreach as needed.

ESSENTIAL FUNCTIONS

Duties may include but are not limited to the following: Performs sales activities; operates cash register; maintains inventory; reconciles deposit and inventory balances; assist with class passes; exchanges maintains sales records; assists customers with route, schedule, and fare information. Performs call center customer service duties with heavy emphasis on answering telephones; directs callers to appropriate departments; provides route, schedule and fare information to customers verbally and electronically and assists general public using travel planning software. Assists disabled customers and students under age 18 with paperwork for rate discount; logs photo ID sales; maintains camera and printer equipment. Maintains lost and found logs; assists customers in locating lost and found items, computes and quotes fares. Maintains cash box; prepares deposits; performs daily reconciliation.

MINIMUM QUALIFICATIONS

Education: High School diploma or equivalent.

Experience: One (1) year customer service experience. Previous call center experience desirable.

FILING

The minimum qualifications as stated on this job announcement represent only the basic requirements of the position. Meeting the minimum qualifications does not guarantee that a candidate will be invited to participate in other examination segments of the selection process. An employment application and supplemental questionnaire are required for this position. Applications, supplemental questionnaires, and job announcements are available at Human Resources, 2810 O Street, Sacramento, CA 95816, or through our website at www.sacrt.com.

Completed employment application and supplemental questionnaire must be submitted to the Human Resources Department not later than Wednesday, November 8, 2017 at 5:00 p.m. RT does not accept e-mail applications, on-line applications, or late applications regardless of postmark. RT will not process incomplete applications. **Resumes are not accepted in lieu of an application, but may be included with the application.** For more information on benefits, a summary sheet is available from the Human Resources Department. The Human Resources Department will make reasonable efforts in the recruitment process to accommodate candidates with disabilities. For more information, contact the Human Resources Department at (916) 556-0298.

RT is an Equal Opportunity Employer. EOE- Minorities/Women/Disabled/Veterans.

This position falls under the ATU, Local 256 Collective Bargaining Unit.

(Supplemental Questionnaire on Reverse Side)

Sacramento Regional Transit District Supplemental Questionnaire

Customer Service Representative

Final Filing Date: Wednesday, November 8, 2017

The purpose of this Supplemental Questionnaire is to obtain additional job-related information to identify the most qualified applicants to continue in the selection process. Completion of this material is required and your responses must be submitted with your employment application by 5:00 p.m. on the final filing date. **Candidates who do not complete this Supplemental Questionnaire will be eliminated from further consideration.**

Please answer the following questions. Limit your answers to no more than two double-spaced typed pages for each question. Attach answers on a separate sheet of paper and number each item accordingly.

1. Please describe your work experience assisting customers over the phone and/or in person. In your response detail your specific job duties, the number of hours per day you spend on the phone or assisting customers in person, the number of years/months, (indicate hours per week), you performed these duties and the employer.
2. Please describe your call center experience. In your response detail the types of phone systems you have used, the number of years/months you performed these duties and the employer.
3. Please describe your cash handling experience. In your response detail your specific job duties, the number of years/months (indicate hours per week), you performed these duties and the employer.
4. This position may require you to work early mornings (as early as 5:55 a.m.), evenings (as late as 9:00 p.m.), weekends, holidays and at times, overtime may be required based on staffing needs. Are you available to work early mornings, evenings, weekends, holidays and overtime?