



METRO Regional Transit Authority

Customer Care Specialist

Department: Customer Care

Classification: Non-Exempt

Safety Sensitive: No

Position Summary: The Customer Care Specialist is responsible for relaying Demand Response, ADA Complementary Paratransit, and METRO information, registering new applicants, and scheduling transportation for older adults and individuals with disabilities in a pleasant and tactful way via telephone or other forms of communication. The Customer Care Specialist is responsible for correctly scheduling passenger trips throughout Summit County, and assigning same in chronological order through data entry or operating a computer terminal.

Reporting Relationships:

Position Reports to: Customer Care Manager

Direct Report By Title:

Indirect Reports by Title:

Number of Reports: Direct 0 Indirect 0

Essential Job Functions:

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions described in this position description. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this position description.

Job Responsibilities:

- Responsible for giving information about METRO line bus, schedules, fares, passes, and tickets to the general public or referring to the applicable department.
- Responsible for supplying information regarding the Demand Response program to older adults and individuals with disabilities and the ADA complimentary Paratransit.

- Knowledgeable of other local agencies and organizations for referrals.
- Work with customers to resolve problems.
- Screen new applicants for Demand Response Programs by explaining the Demand Response Services and qualifications.
- Responsible for correctly and accurately entering information into the computer system. Must report any error messages that may occur from time to time.
- Responsible for stuffing envelopes, coding surveys, reviewing registration files for corrections, assisting the general public who come into the Authority for information, or bringing in applications, assisting with training of entry level clerks.
- Assists passengers and purchased transportation companies with information on their Demand Response, ADA or contracted service trips.
- Make ticket and pass consignments for cash box.
- Ability to deal courteously and diplomatically with the general public.
- Perform other duties as assigned.
- Regular attendance is an essential function of this job.

Physical Requirements & Working Conditions: Job requires incumbent to sit, stand, walk or listen, reach with hands and arms, view things at 10 inches or less (fine detail work) over 2/3 of the time. Must be able to occasionally (0 to 1/3 of working time) lift up to 40 pounds. Work is typically performed indoors in an office environment, constant contact with the general public and is subject to pressure from deadlines.

Required Skill Sets:

Technical Skills & Occupational Skills:

- Knowledge of METRO RTA's customer service area is preferred but not required.
- Ability to communicate clearly and effectively, both orally and in writing.
- Basic computer understanding along with data entry experience.
- Ability to speak effectively with individuals and small groups, and to respond to questions.

Administrative & Communications Skills:

- Ability to routine handle multiple priorities and projects as directed.
- Ability to follow established procedures to resolve problems.
- Ability to communicate clearly and effectively, both orally and in writing.

Cognitive Skills:

- Ability to perform basic arithmetic functions.
- Ability to read and interpret documents such as safety rules, operations and maintenance instructions, and procedure manuals.
- Ability to apply logical thinking to solve practical problems.

Experience and/or Educational Requirements:

Position requires high school diploma or equivalent; including 10-key and basic computer experience. Must be familiar with the street system of Summit County and be able to read maps and directions. Valid driving license with no more than two points is required.

Core Values:**Teamwork:**

- Demonstrating teamwork in and across departments
- Treating everyone with respect
- Recognize that the team is greater; much more than the collection of individual efforts

Safety:

- Ensuring the safety of everyone
- Believing that every accident can be prevented
- Having a constant eye to safety in all aspects

People Centric:

- Celebrating diversity/individual differences
- Treating everyone fairly
- Valuing everyone: co-workers, customers, each other, stakeholders

Service Excellence:

- Providing the best customer service to everyone, both externally and internally
- Routinely exceeding expectations
- Serving our customers and each other

Integrity:

- Always demonstrating honesty, trust, character and fairness without compromising the truth
- Showing high regard for civility, equity/fairness and human dignity
- Having the courage to do the right thing

Action Ready:

- Sharing one goal, one mission
- Keeping commitments
- Giving more than is expected, willingly, without hesitation and without direction

