



**ANTELOPE VALLEY TRANSIT AUTHORITY
CLASS SPECIFICATION**

**CUSTOMER SERVICES REPRESENTATIVE I – II
CUSTOMER SERVICE REPRESENTATIVE I RANGE: \$18.70-\$25.33/HOUR
CUSTOMER SERVICE REPRESENTATIVE II RANGE: \$20.64-\$26.83/HOUR**

Assigned to:	DEPARTMENT OF CUSTOMER SERVICES
Reports to:	CUSTOMER SERVICES SUPERVISOR
Supervises:	N/A
Board Approval Date:	

General Description:

Under general supervision provided by the Customer Services Supervisor, receives, screens and assesses customer calls, emails and counter visits for information regarding AVTA transit services, programs and activities; provides information to the public regarding transit rates, schedules, bus routes, and AVTA transit services and programs; logs and records customer comments, feedback, complaints and inquiries; alerts and informs customers of changes in bus routes, non-operational lines and transit delays; processes personalized transit trip requests; distributes transit information materials; assists with public information programs; sells transit tickets and passes; processes reduced fare applications and issues identification cards; performs other duties as assigned.

Distinguishing Characteristics:

- **Customer Service Representative I:** Entry-level class in the Customer Services Representative series. Incumbents provide general customer service support and perform routine tasks and duties. Customer Services Representatives I work under general supervision, exercise less independent discretion and judgment and follow outlined and structured work procedures and methods. Advancement to level II is based upon demonstrated proficiency in performing the assigned functions and is at the discretion of higher-level supervisory or management staff.
- **Customer Service Representative II:** Journey-level class in the Customer Services Representative series performing full range of customer service duties including cashiering, data entry, public contact and provide general administrative support. Incumbents have full knowledge of operating procedures and customer services policies and receive occasional instruction and assistance during non-routine and unusual situations. Incumbents apply

advanced levels of customer service knowledge, experience and exercise greater independence, judgement and initiative.

Essential Duties and Responsibilities:

- Receives, reviews, screens and prioritizes customer calls, emails, correspondence and front counter visits; provides information to the public regarding AVTA transit programs, services and activities; communicates, describes and clarifies transit rates, schedules, routes, and AVTA transit programs; receives inquires, comments and complaints; logs and records calls into tracking database; directs and escalates complex inquiries, comments and challenging complaints to supervisor.
- Responds to and resolves concern, issues and problems; researches, documents and details customer feedback and complaints; identifies and evaluates nature and causes of concern; provides an explanation of laws, rules, policies, procedures, programs; provides transit information including rates, schedules, routes, service changes, and service expansions; determines and explains suitable solutions and alternatives to solve problem; expedites response process; follows up and ensures proper resolution.
- Documents and records service complaints and service improvement requests; logs inquiries, comments and complaints to database; enter information and completes complaint forms; ascertains and evaluates information, determines corrective course of action; monitors the progress of issue resolution; reports outcomes to passengers and management; closes out complaint forms and files when complete; escalates complex and/or sensitive complaints to Customer Services Supervisor.
- Processes reduced fare applications; verifies eligibility requirements by validating age or disability; receives and processes Senior, Disabled, Veterans, and Dial-A-Ride requests; enters and records information into assigned tracking databases; processes applications; photographs customers for identification cards.
- Provides product information and sells transit ticket and passes for local, commuter, Dial-A-Ride, and Access Coupon books to the public.
- Conducts cashiering duties including balancing cash registers, making deposit bags, and verifying balances of deposit bags.
- Transmits messages, notifications, and rider alerts to inform of service delays, deviations or transit equipment failures to commuter services; provides guidance and assistance for alternative bus routes, and other transportation options.
- Maintains and inventories lost and found items; donates items to charitable organizations in adherence to the retention/disposal policies.
- Conducts school presentations and other public presentations to a variety of civic groups regarding reduced fare and other programs.
- Performs general office duties including typing and filing and routine administrative details; opens and closes lobby, as requested; processes new employee and visitor badges; sorts and distributes incoming and outgoing mail.
- Organizes and cleans storage of lost and found items; gathers reusable items for donation.
- Monitors and maintains correspondence tracking and filing systems; composes, proofreads, and produces memos, letters, emails, and other correspondence while ensuring accurate spelling, grammar, and formatting; assists in the preparation, development, and maintenance of a variety of records and reports.
- Performs other duties as assigned.

Required Qualifications:

Knowledge of:

- Principles and practices of public relations and customer service;
- Effective telephone techniques, etiquette, and active listening;
- AVTA policies, practices, procedures and fixed route bus system;
- Principles and practices of current social media and mobile device trends for provision of transit service information to the public;
- Office practices, procedures, and equipment;
- Computer software skills including word processing, spreadsheets, and database applications such as MS Office programs including Outlook, Word, Excel, and other related software applications;
- Principles of business letter writing, basic report preparation; correct spelling, grammar, and punctuation;
- Strategies for effectively representing the Authority in contacts with governmental agencies and various business, professional, educational, regulatory, and legislative organizations;
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Authority staff;
- Statistical record keeping and research techniques;
- Interpersonal skills including tact, patience, courtesy, and confidentiality.

Ability to:

- Prioritize, organize, and perform work independently to meet time constraints and deadlines;
- Communicate clearly and concisely with tact and diplomacy with the public, and other internal/external customers;
- Listen attentively, analyze situations and adopt an effective course of action;
- Maintain accurate records and prepare necessary paperwork;
- Understand, support and interpret the Authority's policies and regulations to subordinates;
- Organize and prioritize a variety of multiple tasks in an effective and timely manner;
- Use English effectively to communicate in person, over the telephone, and in writing;
- Use tact, initiative, prudence, and judgment within general policy, procedural, and legal guidelines;
- Prepare, compose, analyze, proofread, and correct text for accurate spelling, typing, punctuation, grammar and formatting for a variety of written correspondence and reports;
- Disseminate information with discretion;
- Exercise good judgment and maintain confidentiality in maintaining critical and sensitive information, records, and reports;
- Establish and maintain working relationships applying interpersonal skills to interaction with coworkers, management, and the general public sufficient to exchange or convey information and to receive work direction.

Education and Experience:

Any combination of education, training and experience that provides the required knowledge, skills, and abilities is qualifying. Typical qualifications include the following:

Customer Services Representative I:

Education: HS/GED, supplemented by specialized course work in office practices, data processing, accounting, public relations, or a closely related field.

Experience: One (1) year of experience providing customer service, administrative support, or related experience.

Customer Services Representative II:

Education: HS/GED, supplemented by specialized course work in office practices, data processing, accounting, public relations, or a closely related field.

Experience: Two (2) years of experience providing customer service, administrative support, or related experience.

Licenses, Certifications and other requirements:

- N/A

Desirable Qualifications:

- N/A

Physical Elements and Working Conditions:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work may be performed in a fast-paced office environment.
- Speak to communicate with customers and internal staff;
- Hear to receive calls and respond to customer inquiries;
- Climb, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, grasping, feeling;
- Vision to see documents, records and customer service information;
- Repetitive motions in computer use.