



PART-TIME CUSTOMER SERVICE REPRESENTATIVE II

\$15.69 - \$19.61/PER HOUR
FRIDAY, JULY 21, 2017

THE JOB: Omnitrans is seeking an individual with excellent organizational and clerical skills to fill a current vacancy in our Marketing Department. This individual will be under direction to provide information and assistance to customers about transit services, the sale and selection of fare media, and lost and found items. Answers customer inquiries via phone and in person; and sells various fare media. The duties may include, but not limited to, the following:

- Provides assistance to customers in the selection of fare media and other inquiries.
- Processes cash/credit/check/wire transactions through a point of sale system.
- Provides refunds and maintains petty cash fund.
- Maintains accurate inventories of fare media and balances working fund daily. Safeguards monies/media at all times.
- Processes online/passes by mail orders; bulk orders from organizations.
- Performs daily reconciliation of sales activity and receipts; follows opening/closing procedures.
- Follows the Lost and Found policy and procedures for receipt, storage, destruction, and disbursement of lost articles.
- Provides information regarding the location of bus stops, routes, service updates, fares, transfers, and policies.
- Provides relief to Customer Service Representative 1 and Customer Service Representative/Administration as needed.
- Receives records and compiles compliments and complaints; conducts follow-up as necessary.
- Recommends corrective actions to address customer complaints. Answers questions about service.
- Assists in marketing and promotional activities as required, including community outreach events.
- Provides clerical support including filing and data; prepares and mails literature and applications.
- Performs other duties as required.

THE QUALIFICATIONS: The successful candidate will possess their high school diploma or equivalent, one or more years of experience in dealing with the public, and phone contacts/information referral. Cash handling and/or sales experience is required. The selected candidate will have the ability to type **30-40 words per minute**; communicate effectively in **Spanish and English**, verbally and in writing in a positive and effective manner with a wide variety of individuals; demonstrate patience, courtesy, and excellent interpersonal skills with customers; conflict resolution skills to defuse and resolve customer complaints; Furnish information quickly and accurately; refer to and quickly use a combination of appropriate maps and schedules to plan transportation routes for callers; identify and communicate geographical information such as streets, intersections, locations, directions and destinations; estimate distances and commute times; maintain detailed records and prepare reports; perform basic arithmetical calculations; read and understand policies, procedures and Agency regulations; establish and maintain effective working relationships; computer data input experience is essential; and must be familiar with current business operating systems, software, and programs. The ideal Candidate will also possess the knowledge of telephone techniques and public relations skills; basic office procedures and practices; some knowledge of Agency routes, schedules, and fares is desirable.

THE SELECTION PROCESS: Applications will be screened for relevant qualifying experience as well as verification of certified typing words per minute. ***As part of the application process, applicants must submit with completed application original certified typing certificate that has been issued within one year prior to the application date from an accredited school or agency. Refer to attached clerical skills certificate requirement sheet.*** Additional screening mechanisms may be implemented in order to determine candidates' qualifications. Only those applicants who most closely meet the needs of the Department will be invited to participate in the selection process. The selection process may include a combination of written, performance, and oral examinations. Applicants meeting the minimum qualifications are not guaranteed advancement to the interview. The process also requires a pre-employment physical examination, drug screening, and background/criminal investigation. **Apply at 1700 W. 5th Street, San Bernardino, CA 92411 or visit our website at <http://www.omnitrans.org/about/jobs.asp>**



**Human Resources Department
Clerical Skills Certificate Requirements**

The Human Resources Department requires original certified typing, Word, and Excel certificates submitted with a job application for open and promotional positions that include typing as a qualification. The original certificates must be issued within one year prior to the application date by an accredited school or agency.

The certificates must contain the following information:

- Agency's official emblem
- Address and telephone number of agency
- Name of applicant
- Number of net words per minute
- Number of errors
- Date of certificate
- Signature of person certifying the certificate

Listed below are **suggested** local agencies, which may provide clerical skills certificates for your convenience:

Select Staffing

8566 Haven Ave., Suite 100
Rancho Cucamonga CA 91730
Phone: (909) 483-3058
Mon/Friday - Fee: \$10.00

San Bernardino Employment Resource Center

658 E. Brier Drive, Ste. #100
San Bernardino, CA 92408

Employment Development Dept.

9650 9th Street, Suite A
Rancho Cucamonga, CA 91730
(909) 948-6606

Arrow Staffing

499 West State Street
Redlands, CA 92374
Phone: 909-792-1252
Mon/Friday – Fee: 10.00 Cash Only
Picture ID Required

Please note: It is the responsibility of the applicant to ensure that certificates issued by any agency, including those listed, meet the requirements stated above. Most agencies require appointments to be made for testing. Applications **WILL NOT** be accepted by the Human Resources Department unless original certified clerical skills certificates, from an accredited school or agency, is submitted with an application by the closing date of a position. Please direct any questions to Omnitrans Human Resources 909/379-7260 or visit our web site at www.omnitrans.org.