



PART-TIME CUSTOMER SERVICE REPRESENTATIVE I

\$15.20 - \$19.00/PER HOUR

Apply Immediately Recruitment may be closed at any time without notice

THE JOB: Omnitrans is seeking an individual with excellent organizational and communication skills to fill a current vacancy in our Marketing Department. This individual will be under direction to provide information to the public regarding the Agency's bus routes, schedules, fares and policies; records compliments and complaints received; and participate in outreach events. The duties may include, but not limited to, the following (the omission of specific statements of duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification).

- Provides information regarding the location of bus stop, routes, fares, transfers, and policies.
- Receives records and compiles compliments and complaints; conducts follow-up as necessary.
- Maintains various types of records; prepares reports involving compilation data.
- Assists in marketing and promotional activities as required, including community outreach events.
- Provides relief to Customer Service Representative – Administration and Customer Service Representative 2 as needed.
- Provides service updates to neighboring transit agencies.
- Provides clerical support including filing and data entry.
- Transports/delivers fare media and lost and found articles to designated locations as needed.
- Process company mail.

THE QUALIFICATIONS: The successful candidate will possess their high school diploma or equivalent, and one or more years' experience in phone contacts and/or information referral. The selected candidate will have the ability to communicate effectively in **Spanish and English**, verbally and in writing in a positive and effective manner with a wide variety of individuals. verbally and in writing in a positive and effective manner with a wide variety of individuals; furnish information quickly and accurately; demonstrate patience, courtesy, and excellent interpersonal skills with customers; 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; read and understand policies, procedures and Agency regulations; perform basic arithmetical calculations; establish and maintain effective working relationships; type at least 20 words per minute is highly desirable; computer data input experience is desirable; and some knowledge of the Agency routes schedules and fares is desirable. The ideal Candidate will also possess the knowledge of telephone techniques and public relations skills as well as basic office procedures and practices; and must be familiar with current business operating systems, software, and programs. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit, talk or hear. The employee is occasionally required to reach with hands and arms. The employee may occasionally be required to lift/move up to 40 pounds. Specific vision abilities required by this job include close vision.

THE SELECTION PROCESS: Applications will be screened for relevant qualifying experience. 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 background/criminal investigation (including LiveScan), pre-assessment evaluation, and pre-employment physical examination with drug screening. Further information call 909/379-7260; applications can be obtained by in person at Omnitrans, 1700 W. 5th St., San Bernardino, CA or visit our website: <http://www.omnitrans.org/about/jobs.asp>