

SOUTHWESTERN VIRGINIA TRANSIT MANAGEMENT COMPANY

Position Job Description

POSITION: CUSTOMER SERVICE REPRESENTATIVE

DEPARTMENT: ADMINISTRATION

REPORTS TO: STATION MANAGER

CLASSIFICATION: Hourly, NON-EXEMPT

February 28, 2025

JOB SUMMARY

Performs various public information handling tasks with the responsibility of answering customer inquiries about the transit service in a friendly and appropriate manner. An employee in this position is responsible for receiving information on any changes to normal route parameters and subsequently informing all necessary parties of the adjustments and for operating the ticket window post and handling all customer transactions with the transit. Works at the Administration building and Third Street Station.

ESSENTIAL RESPONSIBILITIES AND DUTIES

- Provide route information to the public upon request.
- Performs routine data-entry tasks such as keying logs, maintaining finance records, etc.
- Handles customer interactions and transactions from ticket window post.
- Receives route changes by phone, radio, or email and relays this information to relevant parties as required.
- Receives payment from passengers for sale of transit passes.
- Maintains lost and found
- Makes Discount ID cards in CSC building

SUPERVISORY RESPONSIBILITIES

- None

QUALIFICTIONS

- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures.

- Knowledge of the use and operation of computers, their accompanying peripherals, and computer hardware and software.
- Skill in communicating effectively in writing or by email is appropriate for the needs of the recipient.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Evidence indicating mastery of the qualifications listed herein include but are not limited to:

- High school diploma or general education degree (GED)
- Familiarity with Microsoft Office Word, Excel, and PowerPoint preferred

CERTIFICATES, LICENSES, REGISTRATIONS

- Valid Virginia driver's license required

PHYSICAL DEMANDS

- Regularly required to use hands when completing forms, typing on the computer, and reviewing files
- Must be able to effectively use a computer by typing and reading words on the screen
- Must be able to sit or stand for an extended period of time
- Regularly lift and/or move up to 10 pounds
- Must be able to hear audible sounds on a radio and verbally respond

WORK ENVIRONMENT

- Employee will have to operate a company vehicle and be outside in inclement weather conditions
- The work conditions are primarily associated with the climate-controlled office environment with a desk, computer, file cabinets, and some shared workspaces
- While performing the duties of this job, the employee could be exposed to fumes, airborne particles, noisy environments, and inclement weather conditions on an infrequent-to-moderate basis

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.