**SOUTHWESTERN VIRGINIA TRANSIT MANAGEMENT COMPANY, INC.**

P.O. BOX 13247
ROANOKE, VIRGINIA 24032

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| **Job Title:** | Customer Service Representative |
| **Department:** | Administration |
| **Classification:** | Non-Union/Hourly/Non-Exempt |
| **Reports to:** | Station Manager |
| **Hourly:** | $17.04 |
| **Approved by:** | Station Manager |
| **Updated:** | October 22, 2026 |

**Overview:**

At Greater Roanoke Transit Company, we are committed to creating a workplace where every individual's skills and potential are valued. Rooted in the principles of merit, openness, and inclusivity, we strive to ensure access to opportunities for everyone. This role embodies these ideals by offering opportunities to grow, contribute, and make an impact through individual expertise and abilities.

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, in person and on the phone, with the transit. Works at the Administration building and Third Street Station.

This role supports the strategic direction of the Southwestern Virginia Transit Management Company (SVTMC) by engaging in revenue-generating and cash collection activities.

**Key Responsibilities:**

- Provide professional, courteous, and efficient customer service to customers and clients by assisting with route information, schedules, transit pass information, general inquiries, and service needs.
- Handle customer transactions at the ticket window, including the sale of transit passes and the accurate and efficient processing of cash, credit card, and other authorized payments, ensuring proper payment handling and compliance with company policies and procedures.
- Respond to customer inquiries, questions, concerns, and complaints in a timely, professional, and courteous manner.
- Document customer complaints accurately and objectively based on information provided by the individual reporting the issue, while responsibly handling sensitive and confidential customer information.

- Address and resolve customer concerns within the scope of assigned responsibilities, using sound judgment, patience, and appropriate de-escalation techniques when handling difficult or sensitive situations.
- Receive route changes, service updates, and operational information through telephone, radio, and email, and communicate relevant information to appropriate personnel and parties.
- Perform routine data-entry and administrative duties, including entering logs, maintaining financial records, and completing related documentation.
- Create and issue Discount ID cards at the Customer Service Center (CSC) in accordance with established procedures.
- Maintain the Lost and Found, ensuring items are properly documented, secured, and handled in accordance with company policies and procedures.
- Collaborate and communicate effectively with team members and other departments to ensure consistent customer service, accurate information sharing, and effective coordination of activities.
- Maintain a professional, courteous, and customer-focused demeanor when interacting with customers, coworkers, and the public, including during difficult or challenging situations.
- Assist with other projects, tasks, and responsibilities as assigned.

**Required Skills and Qualifications:**

To thrive in this position, candidates must demonstrate a commitment to inclusivity, transparency, and professional growth. Essential skills and qualifications include:

- High school diploma or General Education Development (GED) certificate required.
- Valid Virginia driver's license required.
- Knowledge of administrative and clerical procedures, including word processing, file and record management, form preparation, and general office practices.
- Knowledge of computer operations, including computer hardware, peripherals, and related software.
- Familiarity with Microsoft Office applications, including Word, Excel, and PowerPoint, preferred.
- Strong written and verbal communication skills, with the ability to communicate clearly and professionally with customers, coworkers, and management through in-person interactions, telephone, and email.
- Strong customer service skills, with a commitment to providing professional, courteous, and efficient service.
- Demonstrate accountability, reliability, and a commitment to maintaining high-quality customer service and performance standards.
- Strong organizational and time-management skills, with the ability to prioritize tasks, manage multiple responsibilities, and meet deadlines efficiently.

- Ability to understand and consistently follow company policies, procedures, and established service standards.
- Ability to work a flexible schedule as needed, with availability between 5:30 AM and 6:00 PM.

**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
- Regularly lift and/or move up to 10 pounds
- Must be able to hear audible sounds on a radio and verbally respond

**Work Environment:**

- Employees 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.

**What We Offer:**

- A mission-driven, inclusive environment focused on both individual and collective success.
- Competitive pay.
- Strong benefits, including 95% employer-funded employee-only coverage.
- 457(b) retirement plan.

**Commitment to Inclusion:**

At Greater Roanoke Transit Company, we believe in a skills-first approach to recruitment and employment. This means focusing on what you can do and how you can grow, rather than relying solely on traditional measures. We are committed to creating a welcoming and inclusive workplace

where everyone has an equal opportunity to succeed, grow, and contribute based on their skills, experience, and potential.

Your skills, experience, and perspective are valuable, and we want to empower you to make your mark here with us.

***SVTMC is an EEOC***