

CNYRTA/Centro Announcement of Vacant Position

Part-Time Customer Service Representative (Syracuse)

DEPARTMENT: Marketing, Central New York Regional Transportation Authority

SALARY RANGE: \$17.60/ hour

HOURS OF OPERATIONS: Monday thru Friday 6:30am-11:30am or 11:30am-5:30pm

JOB SUMMARY: Answer busy customer service phones efficiently; provide information on bus scheduling and other Centro services; handle commendations or complaints and complete customer service reports. Position requires excellent customer service and telephone skills. Will also work at the Centro HUB and will provide info on bus schedules and Centro fare media, hand out schedules and answer questions.

MAJOR DUTIES:

1. Answers phone and in person inquiries made by members of the general public regarding bus schedules and routes.
2. Documents customer complaints filed by members of the public either over the phone or in person at the Centro offices.
3. Accurately completes customer complaint forms and turns in reports in a timely manner to supervisor.
4. Participates in training programs regarding bus routes, schedules, fares, and customer service procedures.
5. Performs other related duties as assigned.

For Centro HUB, the following are primary responsibilities:

1. Will answer in person inquiries made by members of the general public regarding bus schedules and routes.
2. Must interact with the public to discuss and document complaints filed by customers who may be irritated or upset on occasion.
3. Responsible for working with money, making proper change and balancing cash drawer at the end of their shift.
4. Responsible for proper operation of a cash register and using it in the process to balance the cash drawer.
5. Must be able to communicate effectively and politely with the public who may need assistance from Outside Service Supervisor on site at Centro HUB.
6. Issue Centro ID's for customers.
7. Lost and found duties.

KNOWLEDGE/SKILLS REQUIRED BY THE POSITION:

1. High School Diploma or GED
2. Knowledge of authority policies, procedures, routes, and schedules.
3. Skill in reading maps and street guides.
4. Skill in operating such office equipment as a personal computer, calculator, copier, and facsimile machine.
5. Skill in solving problems.
6. Skill in interpersonal relations.
7. Familiarity with city and surrounding areas.
8. Ability to work in close proximity to other employees.
9. Ability to use proper English language grammar.
10. Ability to speak clearly and communicate politely and professionally with the public in person and over the phone.
11. Ability to be courteous, helpful and pleasant when communicating with customers under difficult circumstances.

Applications must be submitted to Danielle Raineri or go onto our website at www.centro.org and apply! All qualified applicants are encouraged to apply. CNYTRA reserves the right to select a candidate from within or outside the Company.

CNYRTA is an equal opportunity employer and drug free workplace.

Posted on 09/09/2024

