



## **CUSTOMER SERVICE REPRESENTATIVE**

### **OVERALL JOB OBJECTIVE**

Performs Customer Service and clerical functions in a timely and efficient manner to achieve the mission, goals and objectives of COLTS.

### **ESSENTIAL JOB FUNCTIONS**

- Answers all customer inquiries including service, fares and routes, etc.
- Assist in maintaining customer complaints and complain resolutions
- Facilitates the selling of all COLTS Pass Programs.

### **QUALIFICATIONS**

- High School diploma or equivalent.
- Previous Customer Service experience
- Proficiency with Microsoft Office products required.

COLTS is a safety sensitive employer and requires pre-employment and random drug and alcohol screening for all employees. All positions require the applicant to be a high school graduate or GED equivalent, be physically capable to perform the essential job functions, and comply with all other applicable qualifications for employment established by the organization.

Applications are available via [www.coltsbus.com](http://www.coltsbus.com) or by request at 570-346-2061 and should be sent to:

COLTS, ATTN: Human Resources  
800 North South Road, Scranton, PA 18504

### **EOE AA M/F/Vet/Disability**

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, or national origin.