



# Job Description

<b>Title: Customer Service Representative/ Administrative Assistant</b>				<b>Revision Date</b> 05/26/2022
<b>Reports to:</b> Manager of the Lackawanna Transit Center				
<b>Directly Supervises:</b> Not Applicable				
<b>FLSA Category</b> Non-Exempt	<b>Non-Represented</b>	<b>Non-Safety Sensitive</b>	<b>Part Time</b>	<b>EEO Category</b> Administrative Support
<b>Work Schedule (subject to change)</b> Monday through Friday 2:00 p.m. to 7:00 p.m. Saturday 9:00 a.m. to 4:30 p.m.				
<b>Job Description Summary</b> Performs customer service and clerical functions in a timely, confidential and efficient manner to achieve the mission, goals and objective of COLTS.				
<b>Essential Functions</b>				
<ul style="list-style-type: none"> <li>• Greets, screens, and directs all visitors to the COLTS Transit Center</li> <li>• Answers all customer inquiries including service, fares, routes, etc.</li> <li>• Answers telephone, replies to inquiries from General public.</li> <li>• Responsible for processing pass sales</li> <li>• Assists in maintaining customer complaints and complaint resolutions.</li> <li>• Processes applications and maintains files for all colts pass programs.</li> <li>• Greets screens and directs all visits to COLTS Administrative facilities.</li> <li>• Provides clerical support to the executive director and staff.</li> <li>• Provides support on special projects as needed.</li> <li>• Composes and types various reports and other correspondence as required.</li> <li>• Required to perform job duties and functions on time and within budget.</li> <li>• Required to consistently meet or exceed departmental and organizational goals and objectives.</li> <li>• Perform related duties, as required.</li> </ul>				
<b>Qualifications, Education, Training, Certification, Licenses Requirements</b>				
<ul style="list-style-type: none"> <li>• High School diploma or equivalent.</li> <li>• Previous Customer Service experience.</li> <li>• Proficiency with Microsoft Office products required.</li> <li>• Proficiency with software programs, preferably in the transit industry.</li> <li>• Ability to speak clearly, effectively, to establish rapport, present information and respond to questions from manager, staff, customer and others.</li> <li>• Ability to interact with others to gain support, establish trust and work as a team.</li> <li>• Ability to deal with stressful customer issues and waiting queues and remain professional and calm under pressure.</li> <li>• Ability to read and interpret documents, write emails and complete forms.</li> <li>• Knowledge of basic mathematics to calculate fare amounts and calculate cash amounts.</li> <li>• Must be able to pass background and credit checks.</li> <li>• Demonstrated ability to be proactive in identifying, analyzing and resolving problems.</li> </ul>				

- Ability to use computers and office equipment.
- Ability to comprehend and continually seek knowledge of services.
- Ability to sit, stand, use close vision, hear, talk, and work with hands and fingers.

### **Additional Working Conditions**

- Primarily works indoors in an office environment.

### **Knowledge, Skills, and Abilities Required**

- Excellent written and oral communication skills.
- Excellent interpersonal skills.
- Ability to work independently with minimal supervision.
- Must maintain confidentiality with regard to all information and records.
- Proficient ability to use a variety of technology products including MS Office products.



# Job Description

## Acknowledgement

This job description does not constitute an employment agreement between COLTS and the employee, and COLTS management reserves the right to assign or reassign duties and responsibilities to this job at any time.

Immediate Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

I acknowledge that I have read and understand the above job description in its entirety and am capable of performing all of the stated requirements.)

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

COLTS is an affirmative action and equal opportunity employer. In accordance with anti-discrimination law, COLTS prohibits discrimination and harassment of any type and affords equal opportunities to employees and applicants without regard to race, color, religion, sex, gender identity, sexual orientation, pregnancy, national origin, disability, genetic information, age, retaliation, veteran status or other applicable legally protected characteristics.

COLTS is committed to providing access, equal opportunity and reasonable accommodations for individuals with disabilities in employment, its services, programs, and activities. COLTS will continue to provide reasonable accommodations to employees and applicants with disabilities, and for religious observances and practices. To request reasonable accommodation, contact the Director of Human Resources and Customer Service, Keri Savage at 570-346-2061, ext. 1263