

# **Mass Transit Customer Service Representative**

## **Nature of Work**

This is clerical and limited administrative work assisting with the front desk operations and related activities for the City of Pigeon Forge Fun Time Mass Transit system. Activities associated with the job include greeting and assisting customers and visitors and providing information about Mass Transit operations, routes and schedules, selling daily and season passes and collecting and receipting all funds received. Additional activities include answering incoming calls, welcoming and greeting customers in a friendly and courteous manner, providing directions and information about local attractions and events, answering questions, etc. Job related duties require considerable knowledge of Mass Transit routes, fees and schedules, considerable knowledge of local attractions and events, good organizational, interpersonal and decision making skills, considerable experience working with the public (preferably in a public Mass Transit operation) and ability to consistently comply with all operations policies and procedures. Job performance is evaluated by the Mass Transit Office Manager and the Mass Transit Director through the review of adherence to departmental policies and procedures, knowledge of Mass Transit operations and local attractions and events, ability to create a positive and professional demeanor with Mass Transit patrons, accuracy of cash management responsibilities and organizational and decision making skills.

## **Illustrative Examples of Work**

- G greets patrons entering the Mass Mass Transit department, provides assistance and/or directs them to the appropriate party.
- Answers incoming calls, provides needed information, takes messages and/or refers the caller to the appropriate party for further assistance.
- Receives and receipts cash from Mass Transit patrons and balances money transactions at the end of shift.
- Assists the Operations Supervisor with collecting, transporting and securing the daily fare box revenues and other end of the day duties as may be required at the closing of each shift.
- Completes all tasks as assigned by the Mass Transit Director, Administrative Assistant or Operations Supervisors.
- Provides information to the public about mass Mass Transit operations, area attractions and events, street routes, business locations, etc.
- Routes any complaints regarding mass Mass Transit operations to the appropriate supervisory personnel.
- Operates general office equipment including computer terminals, adding machines, telephones, FAX machines, copiers, etc.
- Sells day and season passes, provides receipts and maintains cash records for submission at the end of each shift.
- Performs related duties as required.

## **Necessary Requirements of Work**

Graduation from an accredited high school or GED program; considerable experience working with the public; considerable knowledge of local attractions and special events; familiarity with local roads and thoroughfares; good organizational, interpersonal and decision making skills; experience handling cash and providing change; some experience working in public Mass Transit operations; knowledge of commonly utilized computer software applications including database management, word processing and spreadsheet applications; sufficient strength and agility to perform the physically demanding aspects of the job; or any equivalent combination of education and/or experience to provide the following knowledge, abilities and skills:

- Considerable knowledge of mass Mass Transit operations including fares, routes and other services provided.
- Considerable knowledge of local attractions and special events including hours of operation, cost of entertainment, etc.
- Knowledge of commonly utilized computer software applications including database management, word processing and spreadsheet applications.
- Knowledge of acceptable business etiquette and behavior required to present a professional appearance and demeanor.
- Knowledge of local roads and thoroughfares required to provide clear and concise information and directions to visitors and mass Mass Transit patrons.
- Ability to effectively interact with a wide variety of people in a courteous and professional manner, answer questions and provide accurate information about mass Mass Transit operations and local attractions and events.
- Ability to make timely and appropriate decisions in response to situations encountered on the job.
- Ability to perform the physically demanding aspects of the job in a variety of weather conditions.
- Ability to make accurate cash transactions and balance fare boxes at the end of each shift.
- Ability to consistently follow operational policies and procedures established for the Mass Transit department.

## **Necessary Special Requirements**

- Possession of a valid Tennessee Driver's License and the ability to be insured at standard vehicle liability rates.
- Applicants must pass a job related post-offer physical and drug screen.

## **Physical Requirements:**

- This is medium work requiring the exertion of up to 30 pounds of force occasionally and up to 10 pounds of force frequently, and a negligible amount of force to move objects

- Work requires arm and hand dexterity, grasping, repetitive motions, climbing, balancing, stooping, reaching, standing and walking
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word
- Hearing is required to perceive information at normal spoken word levels
- Visual acuity is required for preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, observing general surroundings and activities and operation of motor vehicles;
- Worker is subject to inside and outside environmental conditions, noise, and atmospheric conditions