



JOB DESCRIPTION FOR:

OPERATOR/CUSTOMER SERVICE REPRESENTATIVE

Reports To: General Manager or Operations Manager
FLSA Status: Non-exempt hourly employee
Employment Status: At Will

POSITION HIRED FOR:

Full-Time

SUMMARY

This position is full-time, depending upon CCPT's workload, as determined by the General Manager. This position is a safety-sensitive position and is subject to random drug and alcohol testing as per Association of Washington Cities (AWC) consortium pool selection.

All Customer Service Representatives, including the Lead Customer Service Representative, are responsible for the scheduling and dispatching of CCPT's regular transportation system via a computer web-based scheduling program. The Operator/Customer Service Representative must be able to answer the telephone, take messages, and/or transfer calls to the appropriate personnel as needed.

The Operator/Customer Service Representative is responsible for the safe and efficient operation of passenger vehicles. Work is performed independently, reporting to the General Manager or Operations Manager. The Operator/Customer Service Representative also works in the office and performs all the duties and responsibilities of the Customer Service Representative position. Employees are representatives of the transit system and are required to exercise a high degree of professionalism, courtesy, and responsiveness to the public in a timely manner.

The Operator/Customer Service Representative may work various shifts. Individuals selected for this position may be assigned on any day of the week. Working hours may include early mornings, late nights, weekends, holidays, community special events, and emergencies as determined by the General Manager or Operations Manager. Working hours may vary from time to time. This position's status is at will employment. The employee or employer may terminate employment with or without notice and with or without reason.

NATURE OF WORK

The Operator/Customer Service Representative:

- Drives and cares for CCPT passenger vehicles in accordance with the essential duties and functions.
- Performs customer service and trip scheduling activities in accordance with the essential duties and functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Dependable attendance and on-time performance;
- Safely and efficiently operates passenger buses, vans, and other Agency vehicles;
- Assists mobility-impaired passengers to and from their destinations;
- Maneuvers wheelchairs on and off vehicles and over terrain;
- Performs daily vehicle inspections and reports regarding any mechanical defects prior to operation;
- Performs maintenance of bus cleanliness on route, as well as assisting other operators and personnel in maintaining other vehicles as scheduled to do so;
- The ability to manage customer complaints in a professional and courteous manner;
- The ability to schedule rides using computer-based scheduling software;
- The ability to manifest trips and speak to CCPT drivers in a professional manner;
- Accurately completes all required reports;
- Complies with all Federal, State, and local laws and CCPT rules, regulations, and policies;
- Assists the Administrative Assistant/Lead Customer Service Representative with scheduling and dispatching;
- Adheres to instructions from the General Manager or designee;
- Performs related work as required by the General Manager or designee;

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- Answers calls and assists in the office with data entry, as assigned by the General Manager or designee;
- Monitors and ensures schedule adherence and fare collection, and the recording and filing of accurate information regarding routes, schedules, and stops;
- Performs cash receipting and reconciliation of the day's receipts;
- Reconciles and prints monthly billings as directed by the General Manager;
- The night (closing) Customer Service Representative collects all monies received, prepares the deposit, and puts the deposit into a drop safe;
- Addresses complaints/comments;
- Promotes good passenger relations;
- Attends employee meetings and training sessions.

The above listing of the essential duties and responsibilities of the Operator/Customer Service Representative position is not limited, and other duties and responsibilities may be performed which are similar, related, or a logical assignment to the position, as determined by the General Manager.

REQUIRED SKILLS, KNOWLEDGE, AND ABILITIES

- Possesses good public relations skills, is initiative-taking, dependable, friendly, and has had work experience where these skills were utilized;
- Must successfully complete CCPT's operator-training program;
- Must have or obtain, and maintain, at least a minimum Class "C" Commercial Driver's License with passenger endorsement within 6 months of hiring;
- Possesses excellent telephone skills;
- Possesses basic computer skills with an emphasis on MS Word and Excel software programs;
- Has no convictions of any law involving physical molestation, abuse, injury, or neglect;
- Must have at least six years of driving experience legally operating a motor vehicle **with no accidents nor moving violations in the last 3 years**;
- Must have or obtain, and maintain, First Aid/CPR card within first 90 days of employment;

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- Must pass the Washington State Criminal History Check;
- Upon selection, the applicant must pass a Department of Transportation physical and a drug and alcohol screen. New employees must provide written proof of eligibility to lawfully work in the United States in accordance with the Immigration Reform and Control Act of 1986 and other State and Federal immigration laws;
- This position is a safety-sensitive position and is subject to random drug and alcohol testing as per Association of Washington Cities (AWC) consortium pool selection.

MINIMUM EDUCATION

- High school diploma or General Education Degree (GED) or equivalent job experience.

MINIMIUM EXPERIENCE

Language Skills for the Operator/Customer Service Representative include but are not limited to the following.

- The ability to read and interpret documents such as safety rules, operating instructions, and procedure manuals;
- The ability to write accident and incident reports;
- The ability to write in clear and concise English;
- The ability to complete all documentation required to perform the essential duties and job functions;
- The ability to communicate effectively in spoken English with passengers, employees, and supervisors;
- The ability to communicate effectively on the telephone and over a hands-free cell phone system as needed.
- The ability to communicate effectively over a hands-free cell phone system with other bus/van operators and dispatch.
- Bilingual will be helpful in this position but not required.

Reasoning Skills for the Operator/Customer Service Representative include but are not limited to the following.

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The Operator/Customer Service Representative must have the ability to solve practical problems and address a variety of situations whether or not specific procedures are available addressing those situations. This position requires the ability to interpret a variety of instructions in written, oral, diagram, and schedule form.

ESSENTIAL FUNCTIONS OF THIS POSITION

The Operator/Customer Service Representative must be able to work independently as well as use good judgment in all situations, inclusive of emergencies. This position requires dealing with the public and other employees in a positive manner that generates goodwill for CCPT and promotes teamwork among CCPT employees.

While performing the duties of this position, the Operator/Customer Service Representative is regularly required to sit; use hands and fingers; to manage or feel; to reach with hands and arms; and to talk as well as hear. The Operator/Customer Service Representative is regularly required to stand and walk. This position requires the ability to regularly lift and/or move up to twenty-five pounds as well as heavier objects in emergencies, such as evacuating a vehicle. Specific vision abilities required for this position include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The Operator/Customer Service Representative must be able to work independently as well as use good judgment in all situations, inclusive of emergencies. This position requires dealing with the public and other employees in a positive manner that generates goodwill for CCPT and promotes teamwork among CCPT employees.

While performing the duties of this position, the Operator/Customer Service Representative must be able to reach vehicle controls, adjust driver's seat, operate wheelchair lift, and secure tie-down straps on wheelchairs in CCPT vehicles in the proper manner. These activities involve bending, stretching, and kneeling. The Operator/Customer Service Representative must be able to maneuver passengers in wheelchairs on and off vehicles and over curbs and other low objects. Spoken communication via hands-free cell phone system is required.

The Operator/Customer Service Representative must be able to perform the duties of this safety-sensitive position without imposing an undue risk of harm to the health and safety of him or herself, other employees, or the public.

While performing the duties of this position, the Operator/Customer Service Representative must be able to sit at a desk for long periods of time, answering a high volume of phone calls while operating the computer and keeping drivers informed at all times of any changes to their schedules that may occur during the workday.

The Operator/Customer Service Representative must have the ability to operate office equipment, including computers, with a basic knowledge and understanding of MS Word, Excel, and other software programs; as well as adding machines, copiers, fax machines, etc. This position requires

the ability to answer the telephone, take messages, and/or transfer calls to the appropriate department or personnel as needed. The Operator/Customer Service Representative must have the ability to complete documents pertaining to passenger concerns, accident, or incident reports, etc.

All employees must abide by Agency policies, rules, and regulations. If a job offer is extended, employment will be conditioned upon successful completion of a pre-employment physical and a drug and alcohol test.

WORK ENVIRONMENT

Work may be performed inside a vehicle or inside the office. Sometimes work is performed outside the vehicle, or outside the office. This position is exposed to noise, vibration, engine fumes, and inclement weather when assisting passengers outside the vehicle. The Operator/Customer Service Representative may be required to remain seated behind the steering wheel for up to three hours at a time.

WAGES AND BENEFITS

The salary schedule is reviewed periodically by the General Manager and the Board. A copy can be seen in the administration office. Employees hired to work a minimum of 30 hours per week will earn pro-rated Paid Time Off (PTO) hours. In addition, if an employee is hired to work a minimum of 70 hours per month, contributions will be made monthly to the Public Employees Retirement System (PERS). Health insurance benefits are available and set forth in the personnel handbook as determined by the General Manager and the Board when the employee works a minimum of 30 hours per week.

APPLICATION PROCEDURES

Interested candidates may contact the Columbia County Public Transportation Office for an application form.

This job description is not an employment agreement nor a contract. Management has the exclusive right to alter this job description at any time without notice.

NO APPLICANT WILL BE REFUSED WORK ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, SEXUAL ORIENTATION, RELIGION, CREED, MARITAL STATUS, GENDER IDENTITY OR AGE.

APPROVED
COLUMBIA COUNTY TRANSPORTATION AUTHORITY BOARD

-----, Chairman

-----, Director

-----, Director

-----, Director

-----, Director

Approval Date:-----