



JOB TITLE: Mobility Service Representative
DEPARTMENT: Customer Service
REPORTS TO: Customer Service Manager
JOB LOCATION: DCTA Service Area

LAST REVISION DATE: 10/2022
JOB TYPE: Full-Time
PAY TYPE: Non-Exempt
HOURS: Days, Nights, Weekends, Holidays

JOB SUMMARY:

Acts as the initial and primary point of contact for potential and existing customers, providing information and customer service on DCTA's range of mobility solutions, including fixed route, demand response, on-demand, rail and other services. Provides direction to, and maintain two-way communications with, demand response and on-demand operators. Assists with creating schedules and scheduling adjustments when/where necessary to ensure that passengers are picked up and dropped off at the correct locations, on-time, and with minimal service disruption. Upholds NTMC mission leads by example.

JOB FUNCTIONS:

(These duties are a general representation of the position; assignments may vary)

- Performs customer service by answering incoming calls, working the front window, individual customers, customer representatives, medical and personal providers, and others in a professional manner; answers questions and provides accurate and timely information regarding on-demand services, fixed route transportation, route changes, fares, etc.
- Ability to learn multiple demand-response software platforms to provide excellent customer service.
- Assists with data entry, demand response trip reservations, trip cancelations and/or trip adjustments and all other customer service needs in order to provide demand-response and fixed route service to passengers.
- Communicates with Bus Operations dispatch to verify assignment of stand-by or extra board operators in the event of operator absences or increased service volumes, or to minimize service disruptions as a result of traffic, vehicle malfunctions, operator incidents, and/or emergencies or other situations.
- Monitors the entire demand response system and each individual run by tracking vehicle locations and maximum capacity of the vehicles. Monitors on-time performance, and adjust vehicle wait times and schedules to keep them on schedule as possible.
- Performs verifications of demand response trips in the appropriate software.
- Responds to passenger inquiries, fare inquiries, trip planning and provides general customer service information.
- Confirms and coordinates with the customer regarding information about trip status, requests, service options, transfers or changes.
- Creating and keeping records of daily operations accurately.
- Logs into GOREquest and performs preliminary research into customer issues; responds or reports to Supervisor as appropriate.



- Reviews and responds to voicemails, emails, and other indirect communications.
- Processes transactions and distributes fare media.
- Accepts, logs and records lost and found items. Assists customers with tracking and picking up lost & found items found on all services.
- Maintains up-to-date passenger records in customer databases, making all necessary changes in status, client contact information, fare/rider type, or other field entries.
- Performs daily general administrative functions; filing, recordkeeping, bulk mailings, etc.
- Follows cash handling procedures and maintains an accurate cash and ticket drawer while using the current point-of-sale and credit card processing software.
- Protects and secures sensitive customer information including but not limited to: driver's license, credit card information, ADA application documents, reduced fare application documents, etc.
- Performs additional tasks and special projects as assigned.

REQUIREMENTS TO PERFORM WORK

Essential Knowledge and Skills:

- Strong customer service skills.
- Ability to communicate effectively in both the written and spoken form; uses appropriate grammar, accurate spelling and punctuation when communicating through written form; communicates effectively with internal and external customers.
- Ability to establish and maintain effective working relationships with customers, employees, management and the general public, including those from culturally diverse backgrounds, older adults, individuals with disabilities, and/or other vulnerable populations.
- Ability to work under pressure and maintain a high level of professionalism, accuracy, and sensitivity.
- Ability to successfully complete sensitivity training.
- Ability to use or learn all system technologies required for the position, including computer equipment, general knowledge of Windows-based computer operating system and Microsoft Office package, and communications equipment such as two-way radio systems and multi-line phone systems.
- Excellent organizational skills and time management to meet deadlines, and superior attention to detail.
- Ability to record and enter data accurately and in a timely manner using internal software.
- Knowledge of service area and services provided; ability to read and understand service maps to assist customers.

EDUCATION AND EXPERIENCE:

- Must be at least 18 years of age.
- High school diploma or GED required.
- Previous data entry, customer service, and/or operating experience preferred, but not required.



- Bilingual in Spanish preferred but not required.

PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Prolonged periods sitting at a desk and working on a computer.
- Ability to lift 25 pounds
- Repeated use of sight to read documents and computer screens
- Repeated use of hearing and speech to communicate on telephone and in person
- Repetitive hand movements, such as keyboarding, writing, 10-key
- Work regularly requires using hands to finger, handle or feel and repetitive motions, frequently requires sitting and occasionally requires kneeling, stooping, crouching, standing, walking, reaching with hands and arms, lifting, pushing and pulling

WORK ENVIRONMENT:

- The noise level in the work environment is usually moderate.
- Works generally indoors in a climate-controlled office setting
- Works near other people, but usually have a few feet of space separating them from coworkers.

BENEFITS:

- Medical: 100% Employer Paid for Employees / 50% Employer Paid for Dependents
- Dental / Vision: 100% Employer Paid for Employees / 50% Employer Paid for Dependents
- STD, LTD, Basic Life & AD&D
- 401K/Employer Match
- Additional voluntary benefits offered during enrollment