

Transit Management of Denton County, Inc.

**1101 Teasley Lane
Denton, Texas 75205**

940.243.0077

Fax 940.387.1461

www.dcta.net

**TMDC
JOB DESCRIPTION**

Job Title: Customer Service Representative/Scheduler
Reports to: Manager/Director of Customer Programs
Department: Access/Public Transportation
Status: Full-time, Non-Exempt

SUMMARY

The Customer Service Representative/Scheduler is responsible for providing information to the general public on DCTA A-Train and Connect bus routes and schedules and recording, entering data, routing, relaying, and dispatching calls for TMDC/DCTA transit services and non-emergency paratransit services.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- a) Answer incoming customer calls in a timely and professional manner
- b) Provide accurate information to Transit Center customers and the general public about DCTA services
- c) Sell tickets and passes for DCTA services
- d) Handle cash for sales transactions
- e) Process identification card pictures
- f) Receive calls from the public requesting, canceling, or changing transportation services
- g) Determine eligibility, enter data, dispatch paratransit units in accordance with established procedures
- h) Maintain contact with transit units on assignment to determine status and location of all transit units.
- i) Use radio and telephone systems to coordinate calls and relay information and assistance to paratransit units and the general public.
- j) Maintain a variety of computer and manual logs, records, and files related to paratransit dispatching activities
- k) Enter, update, transmit and retrieve billing information through fax and computer
- l) Perform a variety of record keeping, filing, indexing, and other general clerical work
- m) Other duties as assigned by the Team Lead and/or Manager of Customer Programs

QUALIFICATIONS

- a) Must be at least 21 years of age
- b) Must possess a high school diploma or GED
- c) Must have cash sales experience
- d) Must have customer service experience
- e) Effective oral and written communication skills
- f) Bilingual English/Spanish preferred, but not required
- g) Working knowledge of two-way radio systems and multi-line phone systems
- h) Ability to identify, evaluate and resolve emergency and complex transit operational problems effectively

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- i) Ability to be sensitive to operational work problems, passenger concerns, safety issues, and the public image of the transit system
- j) Possess good judgment and excellent human relations skills with the ability to communicate effectively with the public, department employees, department heads, and other employees of the company
- k) Ability to perform the duties of the position for an entire workday and work occasional overtime
- l) Ability to report to work on time and perform job responsibilities in a timely manner in order to meet scheduled deadlines
- m) Possess the temperament to effectively deal with employees or the public, some of whom may be irate or unreasonable at times
- n) Ability to work all shifts and all days of the year including holidays
- o) Ability to work and act independently under all types of conditions
- p) Ability to perform a variety or routine clerical duties
- q) Knowledge of or the ability to learn basic MS Word, MS Excel and any specialized routing software used by the company
- r) Excellent skills in organization, written and verbal communication

EQUIPMENT AND JOB LOCATION

- a) The employee will operate radio and cellular communication equipment, personal computer, calculator, copier, fax machine, multi-line telephone system and other modern office equipment.
- b) This job is located in the Downtown Denton Transit Center. All DCTA and TMDC buildings and vehicles are smoke-free.

PHYSICAL DEMAND

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. Reasonable accommodations may be made to enable Individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee:

- a) Frequently required to stand, walk, and talk and hear.
- b) Occasionally required to sit, use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms, climb or balance, and stoop, kneel, crouch or crawl.
- c) Must occasionally lift and/or move up to 5-25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- a) The noise level is usually moderate.
- b) Work is indoors in a normal office environment.