

JOB TITLE: Mobility Service Representative
DEPARTMENT: Customer Service
REPORTS TO: Shift Supervisor
JOB LOCATION: Denton, Texas

LAST REVISION DATE: 05/2019
JOB TYPE: Regular Full-Time
PAY TYPE: Hourly
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, and other services. Typically, fixed-route passenger inquiries entail checking on bus arrivals, fare inquiries, and trip planning. Demand response and/or on-demand inquiries typically include booking rides, making changes to scheduled rides, verifying pick-up or drop-off times, and providing general service information.

JOB FUNCTIONS (These duties are a representative sample; position assignments may vary)

- Performs customer service by answering incoming calls or assisting front window individual passengers, passenger representatives, medical and personal providers, and others in a timely and professional manner; answers questions and provides accurate and timely information regarding on-demand services, fixed route transportation, route changes, fares, etc.
- Logs, and performs preliminary research into customer issues; responds or reports to Shift Supervisor as appropriate.
- Reviews and responds to voicemails, emails, and other indirect communications.
- Processes transactions and distributes fare media.
- Maintains up-to-date passenger records in customer database, 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, tally sheets, etc.
- Follows cash handling procedures and maintains an accurate cash and ticket drawer.
- Performs other duties as assigned.

REQUIREMENTS TO PERFORM WORK

Essential Knowledge and Skills:

- Strong customer service skills.
- 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.

Education and Experience:

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