



Job Title: Customer Experience Representative  
Department: Administration and Operations  
Reports To: Customer Experience Coordinator  
FLSA Status: Non - Exempt  
Prepared Date: 5/4/2020  
Pay Grade: 1  
Hiring Salary Range: \$25,000-\$35,000 (\$13 - \$16/hr.)

**DEFINITION:**

Under direction from the Customer Experience Coordinator, provides information to the general public regarding the services of The COMET by responding to telephone, written and in-person inquiries; sells passes and tickets; performs duties in support of the Administration and Operations Department in conjunction with the Administrative and Customer Service Specialist.

**DISTINGUISHING CHARACTERISTICS:**

Incumbents in this classification respond to questions from the public regarding The COMET's transportation services, including requests for information on local travel directions, transit service, fares, and pass information. Incumbents also receive/record complaints and commendations and assist customers in locating lost items. Work is performed under the general supervision of a Customer Experience Coordinator and a higher-level supervisor.

This classification is distinguished from the Customer Experience Coordinator in that incumbents in that position oversee and review the work of assigned lower-level staff and assist in supervision and training.

**EXAMPLES OF DUTIES AND RESPONSIBILITIES:**

The duties listed below represent the various types of work that may be performed. The omission of specific statements of duties does not exclude them if the work is related or a logical assignment to this class.

- Answers inquiries from public and staff via telephone, in writing, or in person concerning route and schedule information, lost and found, field trips and other The COMET services. Performs trip planning duties providing bus schedule information on The COMET routes as well as other connecting transportation services.
- Sells passes, tickets and identification cards. Is accountable for keeping records of all sales items. Makes identification cards for public, employees and families--task includes photography and laminating. Completes voucher sales for passes, tickets and identification cards to various service agencies; verifies incomplete/incorrect information with appropriate agencies.

- Receives customer inquiries, concerns, and complaints relating to service; records information and directs to appropriate personnel; issues ride coupons as appropriate.
- Provides information on use and qualifying criteria for special programs such as reduced fare and ADA paratransit. Prepares and issues ID cards. Verifies incomplete/incorrect information with physician or appropriate agencies, enters information into computer, and maintains related files.
- Daily receives and records lost and found items and issues claimed items to customer upon correct identification. Contacts owners of identified items and sorts out lost and found bins for appropriate distribution.
- Research service changes and updates customer service books as necessary to provide current information. Maintains customer information aids.
- Distributes timetables and other information to customers and to transit outlets. Monitors timetable outlets to assure holders are well stocked.
- Receives ride request phone calls for "Where is my bus" calls and specialized services records appropriate information, forwards information to dispatcher, reservationist or road supervisor.
- Assists with the balancing of daily cash deposits and tickets. Deposits revenue in safe. Inventories the passes and balances against daily log sheet total. Purchases change from bank as needed.
- Assists with the delivery of monthly passes and tickets to outlets and collects money for passes sold.
- Travels to other sites and assists with processing of reduced fare ID cards for senior citizens and persons with disabilities; screens and processes applications and prepares ID cards.
- Assists with the Class Pass program. Prepares and distributes passes to students.
- Assists with route and schedule information at transit fairs, special events and other Marketing activities.
- Operates a variety of office equipment including computer, telephone line sequencer, camera, laminator, calculator, copier, fax machine, TDD machine, and cash register. Gathers statistics and prepares reports on telephone sequencer.
- Advises Lead Customer Experience Coordinator and Operations Supervisors of schedule and service problems indicated by customer inquiries and comments; assists in emergencies as needed.
- Performs other duties as assigned.

**Knowledge of:**

- Columbia metropolitan area.
- Principles and practices of sound business communication.
- Computerized and manual record keeping systems and the ability to maintain them.
- The diverse language needs of The COMET's customer base.
- Principles and practices of effective customer service.
- Current applicable computer software, Microsoft Office Suite, including Word, Access, PowerPoint, and especially Excel.
- Handling and security procedures for cash and materials having monetary value.

- Office procedures and practices.

**Ability to:**

- Read maps and understand routing directions, customer service techniques, and proper English usage.
- Accurately perform monetary transactions.
- Listen effectively, assimilate information, discern needs and to relate in a clear, friendly, and informative manner route and bus schedule information to customers over the phone, in writing and in person.
- Deal tactfully, patiently, and effectively with individuals from diverse backgrounds, frequently under stressful circumstances.
- Operate the telephone using a clear, well-modulated voice and good diction.
- Operate a computer to accomplish word processing and data entry tasks.
- Accurately perform arithmetic computations.
- Operate standard office equipment and radio communication system.
- Work independently and in a team-oriented environment.
- Establish and maintain effective customer-focused working relationships with all levels of The COMET management, employees, employee organizations and their representatives, other governmental officials, community groups, and the public.
- Effectively address, investigate, and resolve complaints and issues of concern to customers in a tactful and courteous manner under stressful circumstances.
- Manage and streamline multiple, concurrent administrative assignments, while balancing competing priorities.
- Communicate clearly and effectively, both orally and in writing; persuade, justify, and project consequences of decisions and/or recommendations.
- Take initiative, reason logically, and be creative in developing and introducing new ideas.
- Build effective interpersonal working relationships with staff, peers, Board, public, and financial counterparts.
- Make sound decisions consistent with The COMET's goals and strategic business plan.
- Promote and implement the vision, mission and core values of The COMET.
- Work in an environment requiring strong discipline and attention to detail.
- Recognize and respect limits of authority and responsibility.

**MINIMUM QUALIFICATIONS:**

**Education, Training and Experience:**

High School Diploma or GED, and course work or training in customer or public relations, call center operations or retail sales.

One (1) year experience performing public contact work.

Individual may be required to attend schools/workshops on a yearly basis to maintain skill level necessary to carry out position responsibilities.

An equivalent combination of education, experience, and training that demonstrates the required

knowledge, skills, and abilities necessary to effectively perform the duties and functions of this position may be considered.

#### **LICENSES AND CERTIFICATES:**

A valid Class D driver license and safe driving record is required at the time of application and at the time of appointment and must be maintained throughout employment.

#### **SPECIAL REQUIREMENTS:**

- Ability to work evenings and weekends.
- Must be able to sit for prolonged periods of time.

#### **PHYSICAL AND MENTAL DEMANDS:**

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **Physical Demands**

While performing the duties of this job, the employee is regularly required to sit, walk and stand; talk and hear; use hands to finger, manipulate, handle, feel or operate objects, tools or controls; reach with hands and arms; and perform repetitive movements of hands or wrists. The employee is regularly required to bend and twist at the neck, reach with hands and arms. Occasional standing, walking, overhead reaching and lifting up to 20 pounds unaided is required. Specific visual abilities required for this job include close vision, distance vision, and the ability to adjust focus.

#### **Mental Demands**

While performing the duties of this job, an employee uses written and oral communication skills; reads and interprets data, information and documents; analyzes and solves problems; uses math and mathematical reasoning; performs highly detailed work; deals with multiple concurrent tasks; and interacts collaboratively with others encountered in the course of work.

#### **Language Skills**

Ability to read and comprehend instructions, short correspondence and memos. Ability to write simple correspondence. Ability to effectively present information one-on-one and small group situations to customers, clients and other employees of the organization. English required, bilingual a plus.

#### **Reasoning Ability**

Able to apply common sense understanding to carry out detailed written or oral instructions. Ability to deal with problems involving several variables in standardized situations. Strong analytical skills are a must.

#### **Computer Skills**

Experience with word processing, spreadsheets, Internet software, email and/or database software preferred. Microsoft Office skills are required.

**Work Environment**

The employee works in an office environment where the noise level is usually quiet. May require availability to work a flexible schedule, including evenings and weekends. Primary working hours are seven days a week between 7 a.m. and 7 p.m., based off a 37.5-hour work week, excluding 13 holidays and one (1) floating holiday. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Safety Statement**

This is not a safety sensitive position and is not subject to Drug and Alcohol Testing as required by the Federal Transit Administration.

**OTHER CONDITIONS OF EMPLOYMENT:**

Must pass requisite pre-employment drug screening, reference, and background check.

\*Adopted: May 4, 2020

\*Job Family: Administrative-Administration and Operations