



INDIANA COUNTY TRANSIT AUTHORITY

CUSTOMER SERVICE

POSITION DESCRIPTION

REPORTS TO: HR/ADMINISTRATION MANAGER

NON-EXEMPT - SAFETY SENSITIVE – NOVEMBER 16, 2018

JOB OBJECTIVE(S)

Provide quality customer service and specialized transportation support to deliver superior customer-driven transit services. Responsible for providing quality customer service and assistance to clients.

ESSENTIAL JOB FUNCTIONS

- Provide exceptional customer service by enthusiastically answering telephones and assisting walk-in customers by providing accurate information.
- Ensure reception area is neat and has current schedules and marketing materials.
- Required to proficiently use Microsoft Office products and e-mail.
- Assist with the purchase of passes for monthly card holders.
- Provide accurate bus locations using technology available.
- Assist clients enrolling in various IndiGO programs.
- Have knowledge of Indiana and surrounding areas.
- Performs all functions safely, securely, timely and accurately and complies with all applicable policies, procedures, laws and regulations.
- Periodically reviews own work and make recommendations for improvements.
- Annually establishes and meets or exceed goals and objectives.

ADDITIONAL JOB FUNCTIONS

- Performs other duties as assigned by the HR/Administration Manager or other management personnel.

SUPERVISION RECEIVED

- Ability to work independently with minimal supervision.

SUPERVISION GIVEN

- NONE

WORK ENVIRONMENT

- Tobacco and Drug Free Workplace.
- Periodically works beyond normal work hours, as required.
- Generally works indoors in conventional office environment with adequate working space, lighting, heating, and ventilation, with normal exposure to dust and dirt. Occasional work outdoors, with exposure to outdoor environment.
- Required to adhere to IndiGO's Drug and Alcohol Policy and participate in random drug and alcohol testing.
- Normal exposure to noise.
- Subject to frequent interruptions.
- Occasional travel to attend meetings, seminars, training and conferences.
- Works with other IndiGO personnel to achieve organizational objectives.

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- Appropriate dress as per IndiGO’s current policy.

PHYSICAL/MENTAL REQUIREMENTS

- Must be able to read, write, speak and understand the English language.
- Must possess ability to understand, record, convey, and present information, explain procedures, and follow instructions.
- Must be able to sit for long periods throughout the workday, with intermittent periods of standing, walking, bending, twisting, and reaching as necessary to carry out job duties.
- Must be able to lift and carry objects with maximum weight of twenty-five pounds.
- Must be able to complete work requiring concentrated mental effort and attention to detail (including mathematical calculations, use of common and specialized word- and data-processing software programs) with minimal re-work or errors.

QUALIFICATIONS

- Perform each essential function and each additional function satisfactorily.
- Minimum of high school diploma or G.E.D. equivalent.
- Demonstrated ability to be detailed oriented.
- Demonstrated ability to provide exceptional customer service.
- Ability to establish and maintain effective work relationships.
- Excellent oral and written communication skills required.
- Proficiency with Microsoft Office products required.
- Demonstrated ability in administrative and clerical processes.
- Must possess a valid Pennsylvania Driver’s License.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

- Ability to speak and comprehend the English language clearly in order to carry out job duties.
- Must possess solid computer skills (e-mail, internet, Microsoft Word, Microsoft Excel).
- Ability to interact effectively with co-workers, supervisors, staff, and the general public.
- Ability to provide excellent customer service.
- Ability to safely, securely, timely and efficiently perform job duties.
- Ability to adhere to attendance policy.
- Ability to function independently with minimal supervision.
- Flexibility with regard to changing job priorities.
- Ability to perform multiple tasks and manage multiple responsibilities concurrently.
- Must maintain confidentiality with regard to employee records, as well as other Authority information and records.
- Must demonstrate ability to complete job duties in a timely manner, with reasonable accuracy and minimal re-work to correct errors.

I have read the above job description and agree to perform the responsibilities as written.

Employee Signature

Date



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Education and Experience

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