



Rogue Valley Transportation District JOB OPPORTUNITY

Position: Customer Service Representative
Location: TransLink Call Center
Employment Type: Full Time
Pay Range: \$18.45 to \$22.42 DOE per hour

POSITION SUMMARY:

Under general direction of the TransLink Operations Manager, the Customer Service Representative (CSR) will take ride requests for transportation services funded through a myriad of individual transportation programs managed by the Rogue Valley Transportation District (RVT) TransLink Transportation Brokerage. TransLink provides transportation options to older adults and people with disabilities but also coordinates transportation for Veterans and low-income populations. The CSR's primary goal is to ensure the highest level of customer service is provided to each call they handle. CSRs will also ensure transportation services and resources are explained, information is understood, and all available resources are explored with the caller. Our goal is to provide a one-call / one-click solution for the populations we serve.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Speak with customers and record ride requests. The CSR will assure that all passenger information is accurate to ensure timely, safe and productive passenger service. The CSR assures that accurate system information is given to passenger regarding pick-up times, destination and fare requirements. This may require callbacks to customers to confirm scheduled rides.
- Operate a multi-line phone system.
- Assist drivers in the event of mechanical breakdown and/or route delays. Maintain and provide communication with Provider, Brokerage Manager, and other agencies as necessary.
- Perform accurate statistical record keeping for reports on program operation.
- Track capacity of system versus demand (increases/decreases in rides, turndowns etc.) and reports information to supervisor.
- Ability to interpret map and street data
- Maintains ongoing improvement in performance and customer service by reviewing internal error reports
- Give accurate verbal and written directions to customers.
- Ability to perform data entry using scheduling software.
- Build and maintain positive working relationships with co-workers and the public using principles of good customer service.
- And/or other duties as assigned.

QUALIFICATIONS:

Strong customer skills are required to perform this job successfully. An individual must be able to perform each essential duty satisfactorily and professionally. The requirements listed below are representative of the knowledge, skill, and/or ability required. To perform this job successfully, an individual must be able to complete multiple tasks under highly stressful conditions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED); or six months related experience and/or training; or equivalent combination of education and experience. Knowledge of RVTD services, Coos, Curry, Douglas, Jackson, Josephine, Klamath, and Lake County boundaries and the ability to become familiar with other counties within Oregon for which we serve. Experience with the most recent version of Windows operating systems and other software programs including but not limited to Google Workspace, Microsoft Office (Excel, Word, Publisher, etc.).

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedures manuals. Ability to write routine reports and correspondence. Ability to communicate with older adults and people with disabilities in a courteous and professional manner is a must. Customers will primarily be older adults or people with disabilities. Must also be able to communicate effectively and tactfully with hospitals, medical facilities, transportation providers and medical professionals across Oregon and the United States. Bilingual in English and Spanish (preferred).

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

REASONING ABILITY

Solve practical problems and deal with a variety of situations where limited standardization may exist. Interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the 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 is regularly required to sit; use hands to finger, handle, or feel; talk or hear. The employee is frequently required to stand, walk, and reach with hands and arms. The employee is occasionally required to stoop or kneel. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and distance vision.

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.

HOW TO APPLY: Those interested may apply online at: [RVTD JOBS](#) (Ctrl+Click to follow link) or obtain a Employment Application from Human Resources – RVTD Administration Building, 3200 Crater Lake Ave, Medford, OR 97504, or email Lynn Dufur, HR Specialist at: ldufur@rvtd.org.