



## Rogue Valley Transportation District JOB OPPORTUNITY

**Position:** Customer Service Representative  
**Location:** Operations/Transportation  
**FLSA Status:** Full Time – Non-Exempt  
**Pay Range:** \$18.38 to \$22.34 DOE per hour

### **POSITION SUMMARY:**

Customer Service Representative duties and responsibilities include responding to customer questions regarding bus system information and complaints, both answering phone calls and in person at the window. Walking customers through the basic troubleshooting or setup of the Touch Pass application. Customer service duties and responsibilities will include operating point-of-sale equipment, selling fare products to passengers and processing payments.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Provide excellent customer service.
- Be a positive representative of the District.
- Operate district vehicles in accordance with established safety standards and traffic laws of the State of Oregon.
- Speak with customers by phone or in person and provide accurate system information. Thoroughly document and refer customer complaints to the Transportation Manager / Field Supervisor in a timely manner.
- Accurately and consistently record information required by Federal regulations as directed by the Transportation Manager.
- Maintain confidentially and protect proprietary information.
- Assists passengers with disabilities in accordance with the Americans with Disabilities Act (ADA) requirements.
- Operate all point-of-sale equipment.
- Responsible for sale and documentation of all passenger supplies including fare products. Prepare deposits and maintain integrity of and balance cash and inventory on a daily and monthly basis, reporting any discrepancies to Transportation Manager / Finance Manager.
- Operate a two-way radio system, ensuring compliance with RVTD operating procedures and FCC regulations.
- Monitor security and cleanliness of the Transfer Station through direct “eyes-on” and security camera monitoring. Report discrepancies to the Transportation Manager / Field Supervisor.
- Follow safe work habits and report any unsafe conditions to the Transportation Manager / Field Supervisor.

- Coordinate with the Field Supervisors.
- Assist the Transportation Manager with administration of the Transportation Department in the following areas: updating “Master Forms” book, stocking blank forms, posting detours and other route deviation instructions, maintaining memo board, and other duties as directed.

**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 one-year related experience and/or training; or equivalent combination of education and experience. Working knowledge of computers, including basic knowledge of e-mail, word processing, spreadsheets.

**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.

**MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

**REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret and apply common sense to 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 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 is regularly required to sit for extended periods; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to stand, walk, and reach with hands and arms. The employee is occasionally required to stoop or kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and 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.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Must have valid Oregon Driver License.

**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](mailto:ldufur@rvtd.org).