



# CAREER OPPORTUNITY

## TRANSIT CUSTOMER ADVOCATE (FT)

**Department:** Call Center/Mobility Service **Pay Rate:** \$12.00/hr.  
**Status/FLSA:** Full-time, non-exempt  
**Work Hours/Days:** Monday–Sunday (Must be available to work weekends and holidays)  
11:00 am - 8:00 pm (Days and/or hours subject to change)

As a frontline representative for Chatham Area Transit Authority (CAT), the Transit Customer Advocate is an enthusiastic, friendly customer service representative, who will provide a positive experience with every guest/customer interaction related to inquiries, comments, complaints and/or questions. This includes a steady and heavy volume of internal and external customer interaction (in-person and telephone) primarily at the Transit Center ticket window located at the Joe Murray Rivers Intermodal Transit Center (ITC), 610 W. Oglethorpe Ave. Performs a variety of functions to ensure that the best quality of service is provided to each guest/customer.

**QUALIFICATIONS** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be able to verbally communicate clearly and respectfully.
- Pleasant telephone voice/manner.
- Active listening and problem solving skills.
- Able to handle sensitive and confidential situations and documentation.
- Ability to handle multiple tasks and work well under pressure.
- Highly motivated; must be a team player, yet able to work well independently.
- Ability to be flexible work with work schedules; able to assist where needed.
- Must be able to pass a drug test, a criminal background check and previous employment reference checks.
- Basic computer skills and experience with Microsoft Office Suites, Internet software, e-mail, and/or database software required.
- Public transportation experience preferred.
- Bi-lingual: Spanish/English preferred

**EDUCATION and/or EXPERIENCE** High school Diploma or GED and two (2) years related customer service or call center experience or a combination of education and experience. College coursework preferred.

To apply, submit resume to [hr@catchacat.org](mailto:hr@catchacat.org) and state position applying for in the subject line.

**Close date: Friday, November 16, 2018**

EOE M/F/D/V  
A drug-free workplace

Posted: 11/8/2018