



CAREER OPPORTUNITY

Transit Customer Advocate FT

Department: Call Center/Mobility Service

Report To: Call Center Supervisor

Status/FLSA: Full-time

Pay Rate: \$12.00 per hour.

Work Hours/Days:

Must be able to work a flexible schedule between the hours of 6:00 am - 8:00 pm (hour's subject to change) ~ Monday–Friday (some weekends and holidays)

Summary:

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 questions. This includes a steady and heavy volume of the internal and external customer. 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.

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- Must be able to communicate clearly and respectfully.
 - Must have a pleasant telephone voice.
 - Must be able to handle constant calls.
 - Active listening and problem-solving skills.
 - Able to handle sensitive and confidential situations and documentation.
 - Must be able to make accurate appointments to and from customers' locations.
 - 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; ready to assist where needed.
 - Must be able to pass a drug test, a criminal background check, and previous employment reference checks.
 - Must be able to use basic computer skills and experience with Microsoft Office Suites, Internet software, e-mail, and database software required.
 - Public transportation experience preferred.
 - Bi-lingual: Spanish/English preferred
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EDUCATION and 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 and state position applying for in the subject line.