



CAREER OPPORTUNITY

TRANSIT CUSTOMER ADVOCATE (LEAD)

Department: Call Center/Mobility Service
Status/FLSA: Full-time, non-exempt
Work Schedule: Must be able to work a flexible schedule, including weekends and holidays between the hours of 6:00 am – 8:00 pm - Monday-Sunday

Reports to: Call Center Supervisor
Pay Range: \$16.00/hr. - \$17.00/hr.

SUMMARY

As a frontline representative for Chatham Area Transit Authority (CAT), the Transit Customer Advocate (Lead) 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. The Transit Customer Advocate (Lead) responds to escalated issues/complaints, customer service issues and serves as the backup supervisor during the absence of the Call Center Supervisor.

ESSENTIAL DUTIES AND RESPONSIBILITIES: include the following. Other duties may be assigned.

- Provides information regarding our paratransit services.
- Ensures that our customers receive an excellent level of service with their questions and concerns.
- Demonstrate a commitment to customer service and integrity
- Quickly analyze customer concerns and needs and performs data entry into the customer comment database.
- Perform computer entry on a daily basis for the KPI (CEO) reports.
- Completes trip scheduling and reservations for paratransit customers.
- Performs trip verification in the computer system.
- Executes database entry for paratransit services including:
 - Ensuring all customer comments received through Infor@catchacat.org is entered and resolved in the database.
- Trains new employees on the Routematch system and completes new employee checklist.
- Manages the departmental supply order.
- Serves as backup for the ITC ticket window.
- Performs any other duties as requested.

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.
- Must have a pleasant telephone voice/manner.
- Must be able to handle constant calls.
- Active listening and problem solving skills.

Posted: 10/08/2019

- 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; able to assist where needed.
- Basic computer skills and experience with Microsoft Office Suites, Internet software, e-mail, and/or database software required.
- Must be able to pass a drug test, a criminal background check and previous employment reference checks.
- 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.

LANGUAGE SKILLS: Ability to read and comprehend instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information one-on-one and small group situations to customers, clients, and other employees of the organization. Must have excellent written and verbal communication skills. English required, bilingual a plus.

REASONING ABILITY: Able to apply common sense understanding to carry out detailed written or oral instructions. Ability to deal with problems involving several variables in standardized situations.

- Analytical skills.
- Strong passion for delivering a great guest/customer experience with every guest/customer interaction.
- Proven interpersonal skills dealing with the public required.
- Ability to interact professionally and in a friendly manner with internal customers on all levels and be able to work well with diverse groups.
- Ability to deal patiently and in a friendly manner with external customer problems and complaints and remain courteous when faced with difficult or angry customers.

COMPUTER SKILLS: Experience with word processing, spreadsheets, Internet software, e-mail, and/or database software preferred. Proficient in data entry, clerical and filing capability. Basic computer skills are required.

To apply, submit resume to hr@catchacat.org and state position applying for in the subject line.

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