



## **Shared Ride Floating Customer Service Representative**

COLTS is accepting applications and resumes for a **Shared Ride Floating Customer Service Representative**.

This is a full-time position and the work hours will vary between the hours of operations (6:00 am – 6:00 pm Monday through Friday). Starting Salary: \$13.33/hr. and is accompanied by a benefits package upon completion of waiting periods.

### **Overall Job Objective**

Responsible for maintaining client schedules, reservations and dispatching of (COLTS) Coordinated Transportation Shared Ride Service.

### **Essential Qualifications:**

Requirements listed represent the knowledge, skill, and/or ability required to perform the essential job functions. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions if it does not present an undue hardship.

- High School degree or equivalent experience. Courses in customer service are desirable.
- Minimum six months customer service experience with demonstrated knowledge of the field.
- Demonstrated ability to concentrate and be an active listener.
- Ability to speak clearly, effectively, to establish rapport, present information, and respond to questions from manager, staff, customer, and others.
- Ability to interact with others to gain support, establish trust, and work as a team.
- Ability to deal with stressful customer issues and waiting queues and remain professional and calm under pressure.
- Ability to read and interpret documents; write emails and forms.
- Knowledge of basic mathematics to calculate fare amounts and calculate cash amounts.
- Must be able to pass background and credit check.
- Demonstrated ability to be proactive in identifying, analyzing and resolving problems.
- Ability to use computers and office equipment.
- Ability to comprehend and continually seek knowledge of services.
- Ability to sit, stand, use close vision, hear, talk, and work with hands and fingers.

## **Essential Job Functions**

1. Achieves the Authority's mission by monitoring daily operations and providing support and direction to service operators. Supports customer service goals by giving feedback on critical areas such as runs, consumer inquiries/reports.
2. Meets all legal and procedural requirements by ensuring compliance with provisions of ADA, AAA, Lottery Program, PWD and MATP, etc.
3. Maintains reliable on time performance of service by dispatching drivers to cover prepared schedules, ensuring accurate driver assignment sheets, monitoring vehicle movement, monitoring radio traffic and responding with personnel changes. Identifies customer trips in computerized scheduling system, takes corrective action to resolve service issues and documents the process. Collaborates with scheduling and customer service to ensure premier service.
4. Achieves and maintains rapport with drivers by asking questions to gain an understanding of their needs and current situation. Maintains trust, confidence and positive image of Authority by answering information calls about the service, taking reservations, maintaining transportation logs from the various senior/nutrition centers, dispatching duties utilizing two way radios, and adhering to all FCC rules and regulations.
5. Maintains professional and technical knowledge by attending educational classes/workshops; maintain detailed knowledge of service area.

## **Additional Job Functions**

1. Contributes to team effort by performing other assigned duties as needed; maintains cooperative relationship with coworkers and management by communicating necessary information responding to requests, building rapport, and participating in problem solving methods.
2. Performs other duties as assigned.

Applications are available via [www.coltsbus.com](http://www.coltsbus.com) or by request at 570-346-2061 and should be sent to:

COLTS, ATTN: Human Resources

800 North South Road, Scranton, PA 18504

You can also send applications via e-mail to: [jobs@coltsbus.com](mailto:jobs@coltsbus.com) or fax to 570-207-5053

Deadline for applications: End of Business on March 13, 2017

**EOE AA M/F/Vet/Disability**

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, or national origin.