



Job Title (Exempt Position)	<i>Customer Service Representative (Sales)</i>
Department	<i>Finance</i>
Reports to	<i>Manager of Sales</i>
Grade	<i>White Collar, Schedule C-Grade 5</i>

Job Overview

The CDTA Customer Service Sales Representative is responsible for the sale of all fare products at the CDTA Sales Office at 85 Watervliet Avenue. This person will be the “face of CDTA” as they will likely be the one person at CDTA that customers will interact with on a regular basis. Excellent customer service skills are paramount as is the ability to multitask.

Duties and responsibilities

- Ability to assist with corporate sales calls which include answering customer calls regarding card balances or card malfunctions.
- Provide customers with Navigator Half Fare ID cards once eligibility has been identified and approved. This is a primary activity of the Customer Service Representative.
- Provide daily reconciliation of cash draw(s) in accordance with all policies and practices.
- Assist the sales team with fulfilling corporate customer orders and STAR Ticket book orders.
- Provide answers to mobile ticketing questions and, if needed, add funds to customer mobile tickets.
- Other duties as assigned.

Qualifications

- Excellent written and oral communication skills.
- Ability to work with all types of customers in an active public-facing window environment. Many of these customers have special needs so the person in this role must display patience and empathy.
- Ability to multi-task
- Excellent computer skills
- At least one (1) year of cash register experience to include the processing of credit and debit cards.
- High School graduate or equivalent with at least one (1) year of customer service experience in a multi-faceted, cash/credit card exchange driven environment.

Working conditions

Standard office setting

Created By:	<i>Mike Bruno</i>
Approved by:	<i>Kelli Schreivogl</i>
Date approved:	<i>3/20/2023</i>
Reviewed by HR:	