

CAPITAL DISTRICT TRANSPORTATION AUTHORITY

JOB DESCRIPTION

Position Title: Part-time Customer Service/Sales Representative

Department: Marketing Department

Reports to (title): Manager of Customer Service

Grade: Authority 609

Location: Saratoga Rail Station

Part-time: X

Full-time:

Job Summary:

- Provide a sales clerk function for the direct sale of CDTA Fare Products as well as Greyhound Fare Products.
- Respond to customer inquiries regarding CDTA Route Service, Fare Products, Programs, etc.
- Assist with promotion of marketing and sale campaigns pertaining to CDTA Fare Products as a normal course of business at a CDTA outlet.
- Provide for a daily reconciliation of cash draws in accordance with all policies, practices, and reporting documents as required.
- Maintain upkeep of facility as needed.
- Other duties as assigned.

Essential Functions:

Knowledge, Skills, and Abilities *(include any technical skills required for this position):*

- Excellent written and oral communication skills.
- Ability to work with customers in an active and at times, intense, customer service cash window environment.
- Ability to multi-task a variety of direct customer service functions
- Excellent computer skills
- At least one (1) year of cash register experience to include the processing of bank credit and debit cards.

Education and Prior Work Experience *(determine the level of education and experience needed to successfully accomplish the essential functions of the job; i.e., certification, license, degree, management, etc.):*

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.

Physical Demands *(refers to things; i.e., lifting, long hours, traveling, etc.):*
Occasionally process packages up to 50lbs as needed.

Work Environment *(time flexibility, noise, heat, outside work, etc.):*
The work environment is a standard office setting.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities

This job description in no way implies that these are the only duties to be performed by the employee occupying this position. Furthermore, the company reserves the right to add or to revise an employee's job duties at any time at its sole discretion

Prepared by: _____
Title: _____
Date Completed: _____
Direct Supervisor Approval: _____
Department Head Approval: _____
Human Resources Review: _____