



Customer Service Representative

Job ID: 2020-1417

Category: Administrative Support Workers

Type: Regular Full-Time

Starting Pay Range: \$13.00/hr, increasing to \$19.45/hr over 55 months

**PSTA is a Drug Free/Smoke Free Workplace.
PSTA is an Equal Opportunity Employer.**

Overview

PSTA is seeking a Customer Service Representative to provide excellent customer service to the general public regarding PSTA's services. This person will interact with customers on the phone from PSTA's call center, and in person at PSTA's bus terminals in Pinellas County.

Responsibilities

Answers phones and gives detailed information to the public about using the PSTA bus system; reads maps and utilizes GoogleTransit to give directions.

Sells fare cards, tokens, special event tickets and processes Photo Identification Cards for employees and the public at PSTA Customer Service Centers, and performs cashiering duties.

Provides accurate, up-to-date route and schedule information, and accurate information to PSTA's TD and Medicaid Clients. Distributes and sells tickets to TD and Medicaid Clients. Utilizes TTD/TTY (hearing impaired) equipment.

Receives and records calls regarding customer complaints, routes them to appropriate personnel, or personally rectifies the complaint if possible.

Stays informed on changes in service or new service; communicates with PSTA's Transportation Department regarding detours, breakdowns of equipment and other important information.

Performs other duties as assigned.

Qualifications

Education: High school diploma or G.E.D. supplemented by training in telephone techniques or customer service.

Experience: One (1) year experience as a customer service representative, receptionist, or other related clerical work where duties involved extensive public contact.

Desired Qualifications: Experience working in a call center environment, providing information and answering customer inquiries. Stable job history. Bilingual English/Spanish is a plus.

KNOWLEDGE SKILLS & ABILITIES

Knowledge of: Business telephone equipment; general office procedures; basic computer operations, POS system, and cash handling experienced required.

Abilities: Answer telephone inquiries in an efficient and courteous manner; establish and maintain effective working relationships with all employees and the general public; perform routine clerical duties; perform basic mathematical computations; perform data entry tasks utilizing personal computer hardware and software; learn PSTA routes.

Exp Date: 2/8/2020