

# **CITY OF PULLMAN, WASHINGTON**

## **CLASS SPECIFICATION**

### **TRANSIT CUSTOMER SERVICE REPRESENTATIVE**

**4105**

GENERAL PURPOSE: This position is the primary contact for Dial-A-Ride clients and is responsible for scheduling rides and monitoring the day-to-day operational activities of the City's Dial-a-Ride system. The transit system provides safe, efficient, and accessible transportation to the Pullman community.

CLASSIFICATION SUMMARY: The Transit Customer Service Representative monitors the daily activities of the Dial-A-Ride service and client requests and performs a variety of clerical duties relating to the operation of Pullman Transit. Coordinates appointments for Dial-a-Ride. This position reports to the Transit Office Supervisor who assigns specific tasks and responsibilities.

#### ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:

Responsible for the daily start-up and shut-down procedures of the Dial-a-Ride system. Coordinates the daily assignments vehicles. May answer questions related to fixed-route service when dispatcher is not present or otherwise busy.

Communicates with Dial-A-Ride drivers over two-way radio on client concerns

Answers telephone and provides information to the public; schedules Dial-A-Ride patron rides; performs a variety of office tasks to assist in transit operations including writing news releases, general correspondence, tracking systems fixed assets, reporting vehicle usage, system ridership, processes system's lost and found,

Attends work on a regular and dependable basis.

Interacts in a professional and respectful manner with city staff and the public.

#### OTHER JOB FUNCTIONS:

Perform other tasks as assigned.

#### SELECTION FACTORS:

(Applicants will be asked to describe their previous experience and training for each of the following selection factors. These factors will be the basis for selecting the most qualified applicants to be interviewed. Candidates selected for employment must satisfactorily demonstrate possession of these factors during a prescribed probationary period, and afterwards, for continued employment.)

Knowledge of:

- < Current policies and operational procedures of the transit division.
- < Office-related work and/or the ability to learn office-related tasks.

Ability to:

- < Establish and maintain effective working relationships with supervisors, co-workers, and the public at large.
- < Attend work on a regular and dependable basis.
- < Answer phone and communicate with clients regarding Dial-a-Ride service .
- < Work varying hours (i.e. 6:30 a.m. to 11:00 p.m. and on Saturdays) and perform the essential functions of the job. ([Sunday may also be a workday if WSU wants more service.](#))

MINIMUM QUALIFICATIONS:

(Persons applying for a position of this class should have any combination of the following experience and training.)

One year of office experience with demonstrated public relations skills. Excellent attendance record. Ability to communicate effectively in English.

TOOLS AND EQUIPMENT USED:

(For a detailed list of tools and equipment used, please refer to a current position description.)

Phone; IBM-compatible computers and software; copy machine; fax machine.

WORK ENVIRONMENT:

(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

While performing the duties of the job, the employee primarily works in an office environment. The employee is required to sit for extended periods of time. The employee must occasionally lift and/or move up to 50 pounds.

The noise level in the work environment is usually quiet while in the office, or moderately loud when in the field.

***The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.***

***The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.***

FLSA Classification:	Non-Exempt
Adopted: 9/91	Revised: 5/94, 11/96, 12/01