**Part-time Customer Service/ Office Assistant (15-20 hrs/wk)**

The Southeastern Regional Transit Authority is seeking a dynamic, self-motivated, and customer service oriented professional ready to play an integral part in the Authority’s Administrative Team. This highly responsive individual can multi-task and has great interpersonal, problem solving, and communication skills. The ideal candidate will have at least three years of progressive customer service and administrative experience.

**Duties Include:**

* + Providing information about SRTA bus services
	+ Answering phones
	+ Typing letters/ e-mails
	+ Making copies/faxes
	+ Opening and distributing mail
	+ Processing identification cards for reduced services on SRTA buses
	+ Filing and maintaining office files
	+ Preparing information packets for Demand Response services
	+ Entering applicant information using customer service database
	+ Providing assistance with customer complaints
	+ Ordering supplies
	+ Processing large quantities of bus passes
	+ Light bookkeeping

**Educational and Other Requirements**:

* HS diploma or equivalent,
* Minimum of 3 years’ experience in an office environment
* Demonstrated customer service skills,
* Demonstrated proficiency with Microsoft office programs,
* Ability to communicate clearly and concisely
* Spanish and/or Portuguese speaking preferred

To apply, please submit resume with cover letter to ksniezek@srtabus.com, or mail to:

SRTA

Attn: Deputy Administrator

700 Pleasant Street, Suite 320

New Bedford, MA 02740

**Application Deadline: March 1, 2017**

SRTA provides a tobacco-free and drug-free work environment. As a recipient of federal funds, SRTA is an Equal Opportunity Employer and does not unlawfully discriminate on any basis prohibited by Federal, State or Local law. We value and encourage diversity in our workforce.