

***Position Description***

***(For electronic versions of this document, please use the tab key to move from field to field)***

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| **Position Title:**  | Part Time Demand Response/Ticket Agent | **FLSA Classification:**  | Non-Exempt |
| **Department / Location:**  | Operations | **Job Code:** |  |
| **Completed By:**  | Human Resource | **Date:**  | January 3rd, 2017 |

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| **Title of this Position’s Supervisor:**  | Terminal/Ticket Agent Supervisor |

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| **Job Title(s) of Employees that Directly Report to this Position:**  | None |
| **Total Number of Employees (direct or through subordinates) Supervised by this Position:**  | None |

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| **Job Purpose or Scope:**  | Responsible for taking calls from SRTA Demand Response Customers, entering and cancelling trip request into the computer and interacting with customers in person and by phone in a Professional, prompt and courteous manner, Basic Math and cash handling.  |

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| **Major****Responsibilities:** *List in order of* *importance*  | 1)  | Book, confirm and cancel ride appointments and inform dispatch of cancelled trips ASAP. |
| 2)  | Assist in providing customers with timely and accurate service schedule and routing information using computer based programs concerning SRTA routes, schedules and other alternative service related information.  |
|  | 3)  | Answer all incoming phone calls promptly. (By the third ring) |
| 4)  | Take complaints in a sensitive and supportive manner and report complaint to Supervisor ASAP or/and file on proper documents.  |
|  | 5)  | Prepare and report proper company documents daily. |
| 6)  | Add new clients to Trapeze system. |
|  | 7)  | Sell and distribute local and interline tickets including prepaid ticket orders. |
| 8)  | Record revenue of all ticket sales daily. Must have accurate count of cash draw at all times and follow cash handling procedures. |
|  | 9)  |  Check overnight voice mail in the morning and during the day. |
| 10)  | Provide information and assistance to the general public via telephone, web-based forms, and in person while maintaining and protecting confidential information. Assist passengers on the proper use of the TVM. Machines. Walk the terminal and assist passengers. |
|  | 11)  | Adhere to the rules, regulations, collective bargaining agreements (if applicable) and policies of the Authority including the EEO, Anti-Discrimination and Anti-Harassment and Anti-Retaliation policies; and perform related duties and projects as assigned.  |
| 12) | May perform other clerical/duties as determined by the Supervisor or Operations Manager. |



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| **Describe level of decision making and list examples of common decisions made:** | * Monitor daily operations of terminal
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| **Minimum Education & Certifications Required:**  | High school diploma or equivalent  |

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| **Experience & Skills Required:**  | * A general knowledge of local streets in area
* Knowledgeable with computer software including Microsoft Office and Databases
* Ability to make decisions independently and set priorities
* Ability to use diplomacy and tact in dealing with the client, peers and subordinates.
* Excellent written and verbal communication skills; interpersonal and communication skills.
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| **Physical Requirements & Working Conditions (include amount of travel):**  | * Must have the ability to climb, stand, walk, stoop, kneel, crouch or crawl when required.
* Must have good visual ability in order to complete tasks.
* Area may be warm in summer and cold in winter.
* Be able to read and write and speak English.
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| **List any additional measures applicable to this position (Revenue, Headcount, # of buses; Budgets $ etc.):** |  |

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| ***Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time. This job description reflects management’s assignment of essential functions, it does not prescribe or restrict the tasks that may be assigned.***  |

I have been issued a copy of the employee description and job duties and I have read and understand them. I further understand that any violation of these duties may result in disciplinary action as outlined in the general work rules.

**Name: Date:**

**DISCLAIMER STATEMENT**

The above statements are intended to describe the general nature and level of work performed. These are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so qualified.

Updated January 2017