

CITY BUS

POSITION DESCRIPTION

POSITION: Customer Service Clerk	Type: Non-Exempt
DEPARTMENT: Development	
IMMEDIATE SUPERVISOR: Manager of Development	

POSITION REQUIREMENTS:

1. Good oral and written communication skills
2. Listening to/interacting with a wide range of people (including varying degrees of ability and diverse ethnic, racial, and social backgrounds) in a courteous, professional manner
3. Ability to count and make change
4. Ability to memorize and communicate information
5. Problem solving and analysis of transit system to help with trip planning
6. Basic knowledge of business machines (phone, calculator, computer systems)

WORKING CONDITIONS:

- Work is usually performed inside.
- Light physical effort required to restock brochures.

DUTIES & RESPONSIBILITIES:

1. Maintains current knowledge of entire bus system including knowledge of fares, routes, timetables, detours and service changes, holiday schedules, promotions, etc.
2. Assists customers with questions about CityBus by phone, in person, and by e-mail. Directs customers to other sources of information including web site and brochures.
3. Answers telephone at Downtown Transfer Center. Transfers business calls to the proper staff person.
4. Protects CityBus revenue by accurately handling cash and checks, tokens, and passes, and maintaining sales logs.
5. Sells tokens and passes to customers. Makes change for customers.
6. Monitors stock of printed literature in brochure display and organizes and replenishes as needed. Notifies supervisor of need for replenishment of stock in storeroom.
7. Informs City of Lafayette immediately if cleaning of lobby or restrooms is needed.
8. Maintains Lost and Found at Downtown Transfer Center. Collects items left on bus from bus drivers. Sends found items of value (wallets, purses, backpacks, cell phones, etc.) to the Administrative Secretary for storage at the garage.
9. Assists staff with other duties as assigned.