

CITY BUS

POSITION DESCRIPTION

POSITION: Outreach 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)
7. Indiana drivers license and safe driving record

WORKING CONDITIONS:

- Work is performed inside and outside
- Light physical effort required including walking and lifting
- Some evening and weekend hours

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. Develops relationships with social service managers at senior living/retirement communities in our service area. Performs frequent on-site visits to coordinate sale of fare media.
3. Provides in person travel training assistance for passengers who need personal assistance in learning how to ride the bus. This includes walking to bus stops, waiting for the bus, and riding with passengers.
4. Organizes and works at outreach events as directed by the Development Manager.
5. Distributes schedules and other marketing material to distribution locations in the community as directed by the Development Manager.
6. 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.
7. Works in the Customer Service Office at the Downtown Transfer Center when needed as a back up to regular customer service staff.
8. Assists staff with other duties as assigned.