Job Posting
Customer Service Specialist I

Do you want a career with mission, purpose, and an incredible benefits package? Are you a rockstar at customer service? Do you enjoy helping people and working with people from all walks of life?
Let's get moving…

Check out the Customer Service Specialist I position below:

Reporting to the Transit Services Manager, the Customer Service Specialist I (CSS I) provides outstanding customer service to the public. This job also performs administrative support and bus pass sales to meet the needs of Valley Regional Transit (VRT) staff and customers.

The ideal candidate will:

- Possess great communication skills and the ability to problem-solve
- Have excellent customer service skills and provide friendly assistance
- Be self-motivated, dependable, and responsible
- Have a valid driver's license and be able to work at any of our three locations
- Have the desire and interpersonal skills to help people in need
- Maintain a professional and courteous demeanor at all times

What sets us apart?

- Amazing benefits (PERSI pension, no-cost option medical benefits with great deductibles for employee + family, FSA, vacation and floating holiday pay, and much more)
- Fun team and work atmosphere with varied work
- Stable industry and growth potential
- Great company culture
- We are an organization that exists to help people – your job is critical to our mission!

Want more information? Read on.

RESPONSIBILITIES:

- Delivers outstanding customer service to the public by providing transit route, schedule, fare, and policy information
- Represents VRT to the public in a professional manner
- Documents customer comments, complaints, and suggestions in a non-judgmental manner
- Enters data into VRT software systems for compliance and informational reporting
- Processes bus pass sales and invoicing
- Assists with ACCESS/ADA Ride eligibility documentation
- Monitors and stocks bus schedule inventory at community sites/outlets
- Formulates trip plans via written or verbal communication
- Assists customers with Lost & Found items
- Manages trip requests, negotiates times and aligns customers with available regional transportation options to best fit their needs
- Manages and processes incoming and out-going mail and packages including bid responses
- Processes pass sales for walk-ins, over the phone, by mail or via invoice
- Maintains a professional and courteous demeanor at all times
- Assist with monitoring the volunteer ride requests

- Monitors non-emergency medical trips to ensure all are scheduled for the following day
- Dependable and a self-starter
- Data entry for new clients including adding clients, make revisions to client information, complete reservations and/or cancellations using licensed software for all services
- Navigate and assist persons with information regarding the fixed route system by using the licensed software
- Navigate and assist clients with the mobile ticketing services
- Holds confidential discussions with Transit Services Manager as needed
- Other duties as assigned

Minimum Qualifications:

- High school diploma or equivalent
- One (1) year customer service or public transit experience preferred
- Ability to be patient and understanding with the public both in person and on the telephone
- Strong attention to detail
- Proficient in the operation of multi-telephone line phone system
- Knowledge of Ada and Canyon County landmarks and roads
- Ability to read a map via printed or electronic media
- Basic computer skills including Microsoft Office
- Ability to type 35 words per minute
- Basic math skills
- Ability to speak, write, and understand English, ability to speak Spanish a plus
- Strong verbal and written communication skills
- Must be willing and able to work all service hours and at alternate locations
- Must be able to drive a company owned vehicle
- Valid driver's license

Starting Pay: $16.10 per hour with consideration given for experience. Growth potential!
Excellent benefits package includes: Health, dental, vision insurance. Holiday pay, sick and vacation leave. PERSI retirement plan.

Position open until filled.

Work Locations: Downtown Meridian, Downtown Boise, and Happy Day Transit Center in Caldwell.

Work Hours: 7am-6pm Monday - Friday (8-hour shifts vary), 8am-5pm Saturday (rotating - approximately once a month to once every six weeks)

Valley Regional Transit is an equal opportunity employer.
Full Time.

Find this job on Indeed, or send resume and cover letter to vrtjobs@thompsonconsulting.com