Position: Customer Service Representative

Reports to: Chief Operating Officer

Location: 17150 Smoke Tree, Hesperia, CA 92345

Employment Status: Full Time

FLSA Classification: Hourly – Non-Exempt

Work Schedule: On-Site

Hourly Rate: $24.33– $27.82 (commensurate with experience)

Drive Your Career Forward with Victor Valley Transit Authority (VVTA)!

At Victor Valley Transit Authority (VVTA), we don't just move people, we move communities forward. Our commitment to quality, efficiency, and responsiveness ensures that every ride is a dependable experience, enhancing mobility and access for all.

As an employer, we value our people as much as we value our mission. We offer work-life balance, so you can thrive both personally and professionally. Our rewarding compensation and benefits support financial and personal well-being, ensuring every employee feels appreciated. We foster a family-oriented organizational culture, prioritizing employee morale and leadership that actively nurtures a positive workplace. And when it comes to growth, we empower our team with career opportunities that spark pride, encourage development, and allow you to serve the public in meaningful ways.

Join us, and be part of an organization that drives impact, innovation, and connection every day. VVTA, a career that moves you.

BASIC PURPOSE AND PRINCIPAL RESPONSIBILITIES:

The Customer Service Representative Position provides efficient and courteous customer assistance and cash handling, including responding to customer inquiries, complaints, and questions; processes fare media sales; reconciles and prepares sales deposits; ensures accurate billing and payment from a variety of vendors; coordinates with contracted dispatch and operations staff; performs the full range of duties dealing with a variety of routine and demanding customer service issues requiring knowledge of Americans with Disabilities Act (ADA) as well as general transit service terminology, routes and schedules, policies, processes and procedures.

SUPERVISION RECEIVED AND EXERCISED:

Reports to the Chief Operations Officer and receives direction from the Lead Customer Service Representative on day-to-day operations.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

- Receives and logs complaints, compliments, comments, and unmet needs from the public into a customer service database; ascertains and evaluates information to determine specific nature of issue, and follows through with issues identified, keeping appropriate staff and customers informed of the outcome; files additional documentation and incident reports when completed; as appropriate, forwards only the most complex or highly charged complaints to a supervisor.
- Ensures accurate ridership lists, billing, and payment information from Inland (IRC) and other Regional Centers.
- Processes and prepares the weekly reconciliation of credit cards utilized through VVTA and the operations contractor, month end reconciliation of NTC recurring pass sales, and with tracking and reconciling fare media sales by other vendors.
- Responsible for receiving monies and processing direct fare media sales for individuals and prepaid fare media sales for social service, other public agencies, and the operations contractor.
- Assists Marketing and Planning with the maintenance and updates of schedules, brochures, and riders' alerts for distribution. Works with appropriate staff to ensure customer information is accurate.
- Provides customers with directions; consults electronic and hard copy maps and other transit documents to assist riders; explains directions and bus timing, and route information as necessary with excellent Customer Service.
- Advises customers on rates, rules, regulations, service area, and routes; provides comprehensive information to customers regarding VVTA services.
- Provides general clerical and bookkeeping support to the Finance Department and Executive Leaders. Performs a variety of general clerical duties including typing, filing, and maintaining records and supplies. Processes outgoing mail.
- Assists the Finance Department in Accounts Receivable processes by creating client invoices on NetSuite Accounting Software.
- Reconciles with Finance the client's receivables and payments received on weekly basis.
- Independently performs the essential functions of the position.
- Provides support during emergency response or weather-related incidents.
- Performs related duties as assigned.

MINIMUM QUALIFICATIONS:

A combination of experience and training that would provide the required knowledge, skills, and abilities:

Education:

High school graduate

Experience:

Three years of increased customer service and clerical experience that includes significant public contact and resolution of customer service issues with at least one year of that experience at a transit system, government office or related field of endeavor.

Knowledge of:

- Modern office administration, workflow coordination, administrative procedures
- VVTA services, such as rates, routes, policies, and procedures
- Principles and practices of quality customer service
- Basic accounting and cashiering
- Management information systems for recordkeeping and reporting
- Office-side maintenance of photocopier
- ADA rules and regulations
- Proficient English usage, spelling, grammar, punctuation, and professional writing standards, including the ability to draft clear, concise, and accurate correspondence, and other materials

Ability to:

- Perform a variety of customer service, general office, and accounting work
- Exercise tact, diplomacy, and professionalism while dealing with public in high-pressure or sensitive situations, while maintaining confidentiality
- Phone etiquette and ability to deal with unruly persons over the phone
- Respond to issues and provide correct information; evaluate situations, identify problems, and exercise sound independent judgment within established guidelines
- Read, interpret, and explain maps and routing information
- Learn and apply policies, rules, and regulations; understand, interpret, and explain policies and procedures
- Bilingually communicate clearly and effectively, both orally and in writing with the public, stakeholders, and other government agencies
- Effectively interpret ADA rules and regulations
- Effectively operate various office machines associated with the transit office environment
- Learn new software such as, but not limited to, TransTrack, NetSuite, GFI, GMV, and ADA Ride.
- Establish and maintain effective and collaborative working relationships with internal and external stakeholders, and other government agencies
- Work in a team-based environment and achieve common goals
- Perform basic arithmetic with speed and accuracy
- Compose accurate general correspondence and letters
- Compile and maintain records, files and database
- Research, compile routine data, including statistical, financial, and operational information
- Maintain confidential information, records, and files
- Respond to issues and resolve problems effectively within established guidelines.

Proficient in:

- Typing accurately and at a speed necessary for successful job performance

- Using and operating computers and software applications, including Microsoft Word, Excel, Outlook emails and calendar, database, document-management systems and other office administrative machines.

License or Certificate:

- Possession of a valid California driver's license is required at the time of appointment. Individuals who do not meet this requirement due to physical disability will be considered on a case-by-case basis.

SPECIAL SKILLS AND WORK ENVIRONMENT:

Physical Skills:

Mobility to work in a typical office setting. Physical ability to use standard office equipment, including a computer; sit at desk or stand for prolonged periods; vision to read printed materials and a computer screen; hearing and speech to communicate in person, virtually, and over the phone; intermittently twist and reach office equipment; dexterity to use a money counter, computer; write and use keyboard to communicate through written means; lift or carry light weight; travel to and from various sites.

Work Environment:

Works in a standard office setting and may require participating in some field work and outdoors events.