

CITY OF HAMILTON

Updated February 2019

PUBLIC WORKS DEPARTMENT

(TRANSIT DIVISION – CUSTOMER EXPERIENCE AND INNOVATION– LOCATION – 36 HUNTER St. East

TRANSIT CUSTOMER CARE REPRESENTATIVE – ATU 107**SUMMARY OF DUTIES**

Reports to the Supervisor of Fare Revenue. Responsible for providing information and orientation to applicants and existing passengers regarding specialized and conventional Transit programs, policies and services. This position is also responsible for initiating and maintaining client and subscription trip database records; cash sales of conventional and specialized (para transit) fare media; reconciling inventory of fare media and cash sales; and receiving and responding to customer contacts.

GENERAL DUTIES

Performs cash sales functions, collecting payment for services, selling Taxi Scrip and transit tickets and, balancing and reconciling inventory. Ensures deposits are made from all sources; count and reconcile cash and float receipts.

Provides information and orientation to program applicants and existing passengers using various methods of communications (e.g. telephone, email, fax and in person) regarding Transit programs, policies and services.

Provides courteous, accurate and timely responses to requests for general information regarding Transit functions, operations and procedures.

Performs preliminary review of forms and supporting documents to assure all pertinent information has been submitted.

Performs applicant interviews and makes determination on qualification for services.

Provides passenger orientation to services.

Operates digital photographic equipment, databases, and software associated with registration of passengers.

Maintains hard copy client files and populates electronic client databases with information required to provide personalized scheduled passenger services.

Creates and maintains passenger subscription trip master templates, making required changes to all template and live information to maintain personalized scheduled passenger service.

Creates custom reports by combining information from various sources to meet requirements for the division.

Receives and records contacts from the general public, all levels of management, elected officials, other departments, external agencies, other levels of government and contractors into Customer Service System Database.

Investigates and provides information to resolve contacts (customer feedback); utilize manual and electronic sources to access and provide information.

Supports the Supervisor as requested with on-the-job training to new and temporary employees, volunteers, in established section services, procedures and practices, and department policies and procedures.

Performs other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Demonstrated experience in a customer service capacity, including balancing and reconciling inventory and cash, normally acquired through a combination of education and relevant work experience.
2. Experience in and/or knowledge of accessibility and transit is an asset.
3. Excellent customer service skills with a demonstrated ability to display tact and professionalism in dealing with applicants, passengers, supervisors, peers and elected officials.
4. Strong empathy for, and understanding of the needs of, persons with disabilities and older adults.
5. Effective verbal, listening and written communication skills are essential and ability to work with data, figures, and cash transactions and reconciliation is preferred.
6. Demonstrated experience in a computerized work environment. Working knowledge of Microsoft Office (Word, Excel, and Outlook) and database software. Able to input, retrieve and manipulate data. Able to create reports by bringing information together from various sources. Knowledge of Trapeze PASS software would be considered an asset.
7. Capable of assessing and taking appropriate action on changing priorities within the workplace.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.

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