

CITY OF HAMILTON

PUBLIC WORKS DEPARTMENT

(TRANSIT DIVISION – ACCESSIBLE TRANSPORTATION SERVICES (ATS)s – LOCATION – GO HUNTER, 36 HUNTER STREET EAST)

TRANSIT CUSTOMER CARE REPRESENTATIVE – ACCESSIBLE TRANSIT SERVICES (ATS) - ATU 107

SUMMARY OF DUTIES

Reporting to the Supervisor, the Customer Care Representative is responsible for delivering exceptional customer service by providing information and orientation to applicants and existing customers regarding specialized and conventional Transit programs, policies and services. This position is also responsible for initiating and maintaining customer records; receiving and responding to customer contacts; and processing applications to Accessible Transportation Services.

GENERAL DUTIES

Provides information and general orientation to program applicants and existing customers 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.

Provides client orientation to services including relevant information and resources about ATS services, answering questions, assisting with booking any needed appointments at ATS or with the vendor driver Supervisor, and tracking orientation dates in the ATS client profile

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

Sets up and maintains ATS client files to accurately capture eligibility, contact information, mobility devices, support requirements and any conditions of travel, from information gathered from the ATS application form, from the applicant or their authorized representative, from any additional functional review by a qualified health professional, and from any subsequent updates.

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 the appropriate database system

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

Receives and records contacts about ATS from the general public, all levels of management, elected officials, other departments, external agencies, other levels of government and contractors into the appropriate database system.

Investigates and provides information to resolve contacts (ATS client 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, including supporting other customer care work units within Transit as required.

QUALIFICATIONS

1. Demonstrated experience in a customer service capacity, 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. Understanding of provincial and federal legislation governing privacy, consent, and personal information.
5. Strong empathy for, and understanding of the needs of, persons with disabilities, youth, newcomers, and older adults.
6. Effective verbal, listening and written communication skills are essential and ability to work with data and figures.
7. 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 software would be considered an asset.
8. 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.
