



# ERIE METROPOLITAN TRANSIT AUTHORITY

## JOB POSTING #

### POSITION PROFILE

**JOB TITLE:** CUSTOMER SERVICE REP **FLSA STATUS:** NON-EXEMPT  
**WORK LOCATION:** 127 EAST 14<sup>TH</sup> STREET ERIE, PA 16503 **DATE ASSIGNED:** \_\_\_\_\_  
**REPORTS TO:** \_\_\_\_\_ **SUPERVISOR:** \_\_\_\_\_  
**APPROVED BY:** \_\_\_\_\_ **PAY GRADE:** \$14.50 HOURLY

**REVISION DATE:** June 9, 2023

**POSITION PURPOSE:** Frontline Customer Service Representative

**DUTIES AND RESPONSIBILITIES:** Answering telephone calls, screening each call to determine clients' needs and directing the client according to Company procedure. Will also perform various office and administrative duties.

- Provides customer service for inbound customer calls; resolves customer issues independently. Escalate complex complaints to supervisor.
- Answers inquiries by researching, locating, and providing information.
- Resolve problems and explore answers, alternative solutions; implementing solutions; deescalating unresolved problems.
- Maintains call center database by entering information.
- Learn and explain the fixed route EMTA bus schedule to customers that inquire.
- Learn and explain how the LIFT division operates and provide accurate information to inquiring customers.
- Keeps equipment operational by following established procedures, reporting malfunctions
- Updates job knowledge by participating in educational opportunities
- Enhances the organization's reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments
- Respond to inquiries for the Paratransit Shared Ride Service
- Submit a monthly percentage report to the Controller listing the percentage of time allocated to Paratransit services, in order to properly report Paratransit time to be paid out through the Paratransit-LIFT budget
- Perform other duties as assigned that are intrinsic to the successful operation of EMTA
- Job description may change to include other duties as needed

**EQUIPMENT UTILIZED:**

- Operate a basic PC and corded headset and other office equipment, such as fax, copier, postage machine.
- Will require the use of avail and data point computer systems

**POSITION PHYSICAL REQUIREMENT:**

- Lifting 0-20 Pounds Occasional >0-3 Hours
- Reaching Occasional >0-3 Hours
- Standing Occasional >0-3 Hours
- Walking Occasional >0-3 Hours
- Sitting Often 3-6 Hours
- Bending/Standing Occasional >0-3 Hours
- Moving/Pushing/Pulling Occasional >0-3 Hours
- Grasping/Holding with Hands Occasional >0-3 Hours
- Driving CAR Occasional >0-3 Hours

**Qualifications:**

- High School Diploma or GED

- 1-year proven work experience in customer service-related field
- Knowledge of MS Office programs – Word, Outlook, Excel, etc.
- 1-year of proven work experience typing or data entry.

***In compliance with Disabilities Act, EMTA will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective employees and incumbents to discuss accommodations with the EMTA.***

**Note:** Erie Metropolitan Transit Authority reserves the right to modify this job description at any time. EMTA is an EEO Employer.

#### **IMPORTANT DISCLAIMER**

In order to be considered for a position with the EMTA you must be able to meet the mandatory qualifications. For certain positions you must pass a physical including a drug/alcohol screen, pass a criminal record check and have the ability to obtain and retain your ACT 33 and 34 Child Abuse clearances, have and retain a valid driver's license, and have a high school diploma or GED preferred.