



The Rhode Island Public Transit Authority (RIPTA) is recruiting ***Internally and Externally*** for one (1) or more positions of **Customer Service Representative**. This is a Laborer's International Union of North America, Local 808 (LIUNA Local 808) position. All applicable Collective Bargaining Agreement (CBA) selection criteria will apply when considering internal applicants.

Position Title: CUSTOMER SERVICE REPRESENTATIVE

Posting Period: November 8, 2023 through November 24, 2023

Salary Range: \$36,822.54 to \$46,028.18 Annum (Pay Grade 114)

Reports To: Customer Service Operations Administrator

Union Affiliation: Laborer's International Union of North America, Local 808 (LIUNA, Local 808)

Summary of Position:

Under general supervision of Customer Service Operations Administrator, the Customer Service Representative is responsible for responding to inquiries in person, e-mail and on the telephone. Responsible for assisting the Customer Service Department with day-to-day activities related to customer relations. Coverage may include the Kennedy Plaza ticket office, the Customer Service Department at 705 Elmwood Avenue, RIPTA's photo identification office, and Newport Transportation Center.

Essential Duties and Responsibilities:

1. Responds to and assists in resolving inquiries from customers and employees;
2. Answers customer service telephones, assists with responding to customer complaints, inquiries, or providing other information as needed;
3. Performs general typing/data entry in support of complaint documentation as well as drafting response letters, emails and/or other correspondence;
4. Forwards information related to customer complaints to department for information and response;
5. Performs general office duties including, but not limited to, answering telephones, responding to customer service emails, copying, faxing, servicing passenger WAVE accounts and filing;
6. As assigned, assists with coordination and preparation of schedule deliveries to assure that all scheduling centers are adequately stocked at all times;
7. Assists in providing coverage in the Kennedy Plaza Information Booth, Photo ID Office, 705 Elmwood Ave and Newport Transportation Center;
8. Works collaboratively with others;
9. Responsible for tidying, stocking, and maintaining the front reception area;
10. Responsible for the data entry/typing in support of all duties listed above;
11. Performs other related duties as assigned.

The above duties and responsibilities are not intended to limit specific duties and responsibilities of any particular position, nor are they intended to limit in any way the right of supervisors to assign, direct, and control the work of employees under their supervision.

Qualification Requirements and Selection Process:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions;
- Willingness to travel around Rhode Island to offsite RIPTA locations as needed;
- Must possess excellent organizational skills, attention to detail, and follow-through skills;

- Must possess excellent communications skills as demonstrated by the ability to interact with internal and external customers in a positive professional manner on a daily basis and seek timely resolution to customer complaints;
- Must be proficient with computer software programs including, but not limited to, Microsoft Word, Excel, Power Point, RIPTA WAVE, RIPTA online chat feature and AS400;
- Strong writing skills are required;
- Must possess knowledge of RIPTA's fixed route bus system and fare products offered to customers;
- Must be proficient with numbers;
- Must be able to handle multiple tasks and be responsive to requests from co-workers as well as RIPTA customers;
- A positive/cooperative attitude is required;
- Interested applicants should submit a cover letter, resume and/or RIPTA employment application to the Human Resources Department by due date;
- May be required to pass an oral interview and/or written test;
- Applicant must provide RIPTA copies of any licensure and/or certifications that may be required to perform job duties prior to appointment;
- Applicant must provide RIPTA a copy of degree and/or transcripts from accredited educational institution;
- Applicant will be required to pass a nationwide full criminal background check to be conducted by RIPTA;
- Applicant will be required to submit a Bureau of Criminal Investigation (BCI) from their state of residence to Human Resources when a conditional offer of employment has been made;
- Applicants claiming Military status; should submit a copy of the DD-214 form;
- Internal applicants will be subject to evaluation of personnel file to determine eligibility and suitability for the position; to include but not limited to review of attendance, training, education, job qualification skills, commendations and disciplinary history;
- Seniority will be calculated as the final step in the process of selection in the event that any qualified applicants are determined to be "equal".

Education:

- High School Diploma or GED required.
- Associates' Degree in a related field preferred.

Experience:

- At least one (1) to three (3) years' experience in an office or customer service setting.
- Must be able to demonstrate flexibility as well as the ability to work as part of a team.
- Bilingual Spanish preferred.

OR: any combination of education and experience that shall be substantially equivalent to the above education and experience.

Independent Action:

- Performs within prescribed guidelines in accordance with departmental policies/practices.
- Refers more complex situations to other appropriate individuals.

Supervisory Responsibility:

None

Interested applicants should submit their cover letter, resume, certifications, licensure, transcript copies and RIPTA employment application to the Human Resources Department, 705 Elmwood Avenue, Providence, RI or via email to jobs@ripta.com no later than *Friday, November 24, 2023*. To apply on-line, visit www.ripta.com/careers. Telephone calls will not be accepted.

RIPTA is an Equal Opportunity Employer: It is the policy of the Rhode Island Public Transit Authority that no employee or applicant for employment will be discriminated against regardless of race, color, sex, age, national origin, religion, disability status, veteran status, sexual orientation, marital status and/or gender identity or expression.