



The Rhode Island Public Transit Authority (RIPTA) is recruiting *Internally and Externally* for one or more positions of **Customer Service Agent** within the RIde Program. This is a Laborer's International Union of North America (LIUNA), Local 808 position. All applicable CBA's will apply when considering internal applicants.

**Position Title:** Customer Service Agent – RIde Program

**Posting Period:** April 29, 2024 through May 17, 2024

**Note:** Previous applicants need not reapply; applicant information is on file.

**Posting Period:** February 12, 2024 through February 23, 2024

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

**Position Reports To:** Customer Service Supervisor

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

**Description of Work:**

This Customer Service position provides appointment intake into a busy call center for transit dependent consumers throughout Rhode Island. Duties include the reservation of RIde/Flex trips, providing information, resolving service problems. Ability to communicate effectively and patiently on the telephone with elderly, disabled and others regarding specialized transportation requests. Must be capable of working in a busy environment with a variety of requests from consumers, service providers, healthcare facilities, funding agencies, and others. Experience in customer service and data entry required. Must have the ability to clearly articulate program requirements and restrictions. Needs to be capable of working as a team member as well as independently and accurately with detailed information. Bilingual Spanish and English skills preferred.

Strong communication skills, attention to detail, and a positive cooperative attitude required. The ability to handle multiple tasks and requests from co-workers and consumers. Must be capable of working with a wide range of individuals including agencies funding personnel, independent service contractors, social workers, recipient's service agencies, advocacy groups and clients. Ability to learn general service operations, including different agency program requirements and service guidelines. Position requires sensitivity to client needs within the limitation of each program and ability to make sound decisions while working under a service deadline.

**Essential Duties and Responsibilities:**

1. Must communicate with clients and negotiate their travel needs;
2. Responsible to make trip reservations for RIde/Flex clients within the Reveal Software program;
3. Required to develop daily trip manifests;
4. Required to develop daily taxi trip list;
5. Responsible to give guidance to other reservationists when a problem and/or question arises;
6. Must be able to adapt to a fluctuated work schedule as needed; must have a very good attendance record;
7. Must be able to provide input to management to improve RIde Program operations;
8. Assist new employees;
9. Other related job duties as assigned by Supervisor.

*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.*

### **Qualifications and Selection Process:**

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions;
- Must be well versed in customer service, possess excellent interpersonal skills as demonstrated by the ability to represent the Authority in a positive manner at all times to both internal and external customers;
- Must be computer literate with a knowledge of the Microsoft programs as well as the ability to quickly adapt to new computer programs as introduced by RIPTA;
- Must be highly organized and be able to work in an environment with multiple interruptions;
- Bilingual Spanish preferred;
- Interested applicants should submit their resume, cover letter and/or RIPTA application for employment to the Human Resources Department by due date;
- May be required to pass an oral interview and/or written test;
- 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;
- Applicant must provide RIPTA a copy of any required licensure and/or certifications needed to perform job functions 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;
- Applicants claiming Military status; should submit a copy of the DD-214 form;
- 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 equivalent required.

### **Experience:**

- Two years of proven customer service experience.

**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 02907 or via email to [jobs@ripta.com](mailto:jobs@ripta.com) no later than **Friday, May 17, 2024**. To apply on-line, visit [www.ripta.com/careers](http://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.