



The Rhode Island Public Transit Authority (RIPTA) is recruiting *Internally and Externally* for one (1) position 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 14, 2025 through April 25, 2025
- Salary Range:** \$41,090.63 to \$51,363.29 Annum (Grade 118)
- Position Reports To:** Customer Service Supervisor
- Union Affiliation:** Laborer's International Union of North America, Local 808 (LIUNA, Local 808)

Description of Work:

The Customer Service Agent position provides appointment intake into a busy call center for transit-dependent consumers throughout Rhode Island. Duties include, but are not limited to, the reservation of RIdE/Flex trips, providing information, and resolving service problems, working in a busy environment with a variety of requests from consumers, service providers, healthcare facilities, funding agencies, and others.

The Customer Service Agent is knowledgeable in general service operations, including different agency program requirements and service guidelines with ability to clearly articulate program requirements and restrictions. Position requires sensitivity to client needs within the limitation of each program along with the ability to make sound decisions while working under a service deadline.

Essential Duties and Responsibilities:

1. Communicate effectively and patiently on the telephone with elderly, disabled and other individuals regarding specialized transportation requests, assisting clients with negotiating their travel needs;
2. Responsible for making trip reservations for RIdE/Flex clients within the Reveal Software program;
3. Required to develop daily trip manifests and taxi trip list;
4. Responsible for giving guidance to other reservationists when a problem and/or question arises and assisting new employees;
5. Must be able to adapt to a fluctuated work schedule as needed; must have a very good attendance record;
6. Must be able to provide input to management to improve RIdE Program operations;
7. Responsible for handling multiple tasks and requests from co-workers and consumers;
8. Work as a team member as well as independently and accurately with detailed information;
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.

Qualification Requirements:

- High School Diploma or equivalent required;
- Two (2) years of proven experience in a customer service setting and strong data entry skills required;
- Strong communication skills, attention to detail, and a positive cooperative attitude required. Must be well versed in customer service, possess excellent interpersonal skills as demonstrated by the ability to always represent the Authority in a positive manner to both internal and external customers. Bilingual Spanish preferred;
- 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;

- 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.

RIPTA reserves the right to consider any combination of education and experience that shall be substantially equivalent to the above education and experience.

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.

Independent Action:

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

Supervisory Responsibility:

None

Selection Process:

- 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 with 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".

Elimination Process:

- Applicant fails to meet the minimum education requirement as outlined within "Qualification Requirements" of this posting;
- Applicant fails to meet the minimum of two (2) years of proven customer service experience;
- Applicant fails to provide fully completed employment application and/or resume as outlined within "Selection Process" of this posting;
- Applicant fails to meet the minimum required oral interview and/or skills assessment score, which the Authority has deemed as a passing score.

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 no later than Friday, April 25, 2025. To apply online, 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.