



Customer Service Representative

\$11.87/hour or, higher DOQ + [Part-Time County Benefits](#) ; 20 hours/wk

Williamsburg Area Transit Authority (WATA) is seeking a responsible administrative and customer service oriented individual to work in support of daily operations.

Responsibilities:

- Provide strong customer service to the public and internal customers in-person and over the telephone.
- Provide information, respond to questions, comments, paratransit scheduling requests and complaints regarding WATA Services via phone and in person; and direct customers as required.
- Opens and/or closes the WATA Customer Service Center and Store.
- Utilize and monitor radio and dispatch messages and calls for service.
- Responsible for the sale of bus tickets and issues passes in accordance with established procedures; accepts fees and maintains appropriate records.
- Reconcile daily fare collection and maintains related paperwork and system files.

Requirements:

- Any combination of education and experience equivalent to a high school diploma; some work experience which shall have involved assisting the public, handling money, customer service, and/or sales.
- Must possess a valid Virginia driver's license and have an acceptable driving record based on James City County's criteria.

Please visit the James City County Career Center for a full job description.

Accepting applications until position is filled. Only online applications to our website will be considered. To apply, please visit the James City County Career Center at jobs.jamescitycountyva.gov.