Customer Service Representative

$12.89 / hour + Partial County Benefits (Part-Time Other Position; 20 hours / week)

The Williamsburg Area Transit Authority (WATA) seeks an individual to perform responsible administrative and customer service related work in support of transit operations.

Responsibilities:
- Provide strong customer service to the public and internal customers, in-person and over the telephone; provide information, responds to questions, comments, paratransit scheduling requests and complaints regarding WATA Services via phone and in person; and direct customers as required.
- Open and/or close the WATA Customer Service Center and Store; maintain the cleanliness of the facility including but not limited to emptying trash cans and cleaning the main and break area.
- Utilize and monitor radio and dispatches 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 maintain 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.
- Knowledge of principles and processes for providing customer service including setting and meeting quality standards for services; knowledge of concepts related to public and independent transit travel; including those with physical and mental issues; knowledge of fixed route public transportation services.
- Ability to communicate with the public and coworkers in an effective professional, and courteous manner at all times; explain fares, the transit system, and policies in an effective manner; operate a cash register, credit card machines, general office equipment, computers, fare equipment, and other systems as required to accomplish the work assigned; handle money and maintain related fiscal records; independently apply and carry out policies and procedures within assigned area of responsibility; make mathematical computations with accuracy; follow verbal and written instructions.
- Ability to make independent decision in accordance with established policies and procedures.

Click here for 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 https://jobs.jamescitycountyva.gov