

EMPLOYMENT OPPORTUNITY**Bulletin Number:** 020-10-11**Closing Date:** Open Until Filled**CUSTOMER SERVICE REPRESENTATIVE**

Salary Grade D: \$17.03- \$21.83 - \$26.62

POSITION

The Southern California Regional Rail Authority, operator of the METROLINK Commuter Rail System, is seeking a Customer Service Representative who will assist passengers with the purchase of tickets and provide information to the riding public. This position is located in SCRRA's Los Angeles Union Station office at 800 North Alameda Street, Los Angeles, CA 90012.

The Passenger Services Division is SCRRA's first link to our passengers. Employees in the Division are successful because they respect and care about people. Passenger Services employees have excellent communication skills and they are active listeners. Customer Services Representatives possess a genuine desire to help customers; they are flexible and have the ability to handle many customers effectively while meeting or exceeding customer expectations. They excel at defusing conflict and exhibit compassion when interacting with internal and external customers; take ownership when resolving customer problems and demonstrate personal accountability in their work. Customer service means interacting with and providing a service that may be measured by customer satisfaction.

DUTIES

Under the leadership of Customer Relations Supervisor, this position is responsible for the following:

- Responsible for the sale of Metrolink tickets at Los Angeles Union Station.
- Educate and inform first time riders about using the rail system, including reading the train timetable and making connections.
- Process all ticket transactions including debit/credit sales.
- Responsible for handling and accountability of cash including preparing and balancing of the cash drawer, preparation of bank deposits, and operation of the Ticket Operating Machine (TOM).
- Responsible for making ticket adjustments and processing customer refunds.
- Order and maintain a current inventory of pre-printed ticket stock and all current Metrolink published materials such as brochures, train schedules, maps, forms, special events and special trains, etc.
- Receive and secure the intake of lost and found passenger items.
- Contact customers for returning items and document all lost and found activities and all customer feedback into the Customer Care Database.
- Maintain contact with and report transportation issues to the Lead, Customer Service Representatives, located at Los Angeles Union Station.
- Serve as primary point of contact for train riders and inform customers at the train platforms during service disruptions, including making public address announcements.
- Perform other related duties as assigned.

MINIMUM REQUIREMENTS

- High School diploma, GED, or its equivalent.
- Minimum two years work experience in a customer service department interacting with and providing a service that may be measured by customer satisfaction.
- Ability to respond to situations in a positive manner, which may include difficult customers and people with special needs that require cooperation, courtesy, tact, and teamwork.

- Demonstrate strong interpersonal skills, including the ability to listen, understand and interpret questions, present details in a short and concise manner.
- Must have the highest standards for personal integrity and commitment to task.
- Ability to exercise independent judgment.
- Ability to respond well under pressure and carry out assignments independent of supervisor.
- Demonstrate proficiency in arithmetic and the ability to calculate figures, balance a cash drawer, post, enter, correct and balance a ledger.
- Lift and carry materials up to 50lbs.
- Ability to see and hear trains, signals and phone calls.
- Ability to withstand exposure to chemical, electrical, mechanical, and biological factors.
- Work outdoors under various conditions and in inclement and cold weather
- Possess sufficient manual dexterity and visual acuity to operate a computer, radio, and cellular phone.
- Proficient in Microsoft Office.
- Demonstrate strong and effective communication skills both verbally and in writing.
- Demonstrate strong and effective organizational and time management skills.

A Valid Class "C" California driver's license with a satisfactory driving record of no more than 3 moving violations and no DUI's within the last 3 years is required. Selected candidate must have a satisfactory job performance record as verified by reference checks prior to employment.

RESUME/APPLICATION/SELECTION PROCESS

INTERNAL CANDIDATES:

An internal candidate must submit an application as outlined in Section I: Employment, Policy 1.2 Selection Process in the Human Resource Policy and Procedures Manual. **Employees with active discipline as defined in the HR Policy No. 5.3 Positive Discipline Program and/or with performance that does not meet the standard for "meets expectations" as defined in the Performance Planning and Appraisal Process may be precluded from consideration and placement in the position.** Resumes and/or applications must be received in the Metrolink offices at 700 S. Flower Street, Suite 2600, Los Angeles, California 90017-4101.

EXTERNAL CANDIDATES:

Resumes and/or applications must be received in the Metrolink offices at 700 S. Flower Street, Suite 2600, Los Angeles, California 90017-4101. **Applications are available at www.metrolinktrains.com. Completed application packages will be accepted in person, faxed (213) 452-0461 or mailed to the same location.**

Following a review of resumes and/or applications, only those applicants who meet minimum requirements will be invited to continue in the selection process. Eligible applicants will be notified of the exact time and place of assessments and interview. Candidates will be interviewed to determine their relative knowledge, skills and ability in job related areas which may include, but not be limited to, specific job knowledge, verbal and written communication skills, organization and planning skills. Offers of employment may be contingent upon successful completion of a reference check, including degree verification, criminal records check and a pre-placement medical examination provide through SCRRA.

If you believe you possess a disability that requires accommodation for the testing process, please provide notice with your application materials or call the Human Resources Division at (213) 452-0309. Proper supporting documentation may be requested by SCRRA in order to accommodate special needs of candidates.

NOTE: The provisions of this bulletin do not constitute an express or implied contract and may be modified or revoked without notice.

Approved by: HR 
11.24.10

Dept _____
**EQUAL OPPORTUNITY EMPLOYER
EEO/AA**