



Position Description

Title: Information Booth Specialist
Department: Administration
Supervisor: Marketing Manager
Status: Part-time; Non-Exempt; Hourly; Non-Bargaining
Hours: Flexible Shifts Monday-Friday; 7:00 a.m.-6:00 p.m.

Summary:

This part-time position is responsible for providing exceptional customer service including accurate route information over the phone and in person, sale of bus passes and customer interactions at South Street Station.

Essential Duties & Responsibilities:

The following is intended to describe the general content of and requirements for the performance of this job. This job description is not intended to be construed as an exhaustive statement of duties, responsibilities or requirements. Other duties may be assigned and required:

- Answers busy multi-line telephone.
- Provides services to the general public by telephone or in-person by giving route and schedule information, and other general Transpo information upon request.
- Conducts sales of Transpo bus passes and monthly passes and other items recording sales on appropriate tracking sheets.
- Records complaints, concerns, or commendations from passengers or other members of the public through the Passenger Service Report program; forwards completed reports to main office for processing.
- Prepares daily cash drawer reconciliation, daily sales report and bank deposit.
- Restocks displays with bus schedules and maps at Information Booth and kiosk located at South Street Station.
- Prepares materials including routes, schedules, and Access and Reduced Fare Card applications for mailing.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Reasoning Ability: Ability to apply common sense understanding to carry out detailed tasks. Ability to deal with problems involving a few concrete variables in standardized situations.

Education and Experience: High school diploma or general education degree (GED). Previous cash handling experience a plus.

Language Skills: Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one situations to customers and other employees of the organization.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to accurately complete basic daily cash handling reports and daily sales reports.

Certification, Licenses, Registrations: None.

Other Skills and Abilities: Experience with cash registers and adding machines is a plus.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand and walk. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment: The noise level in the work environment is usually moderate.

Supervisory Responsibilities: None

I have read and understand the requirements of this position and am able to carry out the essential functions of the position with or without reasonable accommodation.

Employee

Date

Human Resources

Date