



Niagara Transit Commission is an equal opportunity employer committed to inclusive, barrier-free recruitment, selection processes and work environments. We will accommodate the needs of applicants under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the hiring process. Please advise the Commission to ensure your accessibility needs will be accommodated throughout the process.

Niagara Transit Commission is hiring:

Customer Service Representative Positions

Department	Customer Experience
Status – Type of Vacancy	Full-Time
Wage/ Rate of Pay	\$49,520 - \$58,260
Date Posted	Friday, April 26, 2024
Date Closing	Friday, May 10, 2024

If you would like to join our team, please start by completing our full application, which can be found by visiting [Employment Opportunities - Niagara Region Transit \(nrtransit.ca\)](https://nrtransit.ca/employment). Once completed, please submit your application and a resume to resumes@nrtransit.ca no later than **Friday, May 10, 2024 @ 4:00pm**.

We thank all candidates for their interest, however only those candidates selected for an interview will be contacted.

Thank you for your interest,
Niagara Transit Commission

Job Title

Customer Service Representative

Job Summary:

Reporting to the Supervisor of Customer Experience, the Customer Service Representative is responsible for providing customer service to the general public by responding to inquiries and providing information on Transit services, acts as the on-site contact for visitors to the Transit facility. The Customer Service Representative will greet and direct visitors and callers in a professional, knowledgeable and courteous manner. In the capacity as Customer Service Representative, will provide answers to general inquiries about Transit operations to callers and visitors keeping current on Operational Activities, Staff Directories and Schedules. These duties include professionally operating the Transit office telecommunications system. Ensure all daily Customer Service information is current and communicated to all staff and customers.

Education:

- Post-secondary Diploma or Degree in Office Administration, Business Administration or equivalent related field of study.
- An equivalent combination of education, experience and qualifications may be considered.

Knowledge/ Skills:

- Minimum 2 years of experience interacting with the public and providing exceptional customer service.
- 1 year experience in a Municipal/Regional transit call center, or similar environment.
- 1 Year Experience utilizing Transit software systems considered an asset.
- Proficiency in Microsoft Office Suite.
- Working knowledge of municipal Transit organizations, structures, functions and services considered an asset.

Responsibilities:

Provide customer service, reception and on-site support to visitors of the Niagara Transit facility.

- Maintain positive customer relations by understanding incoming customer inquiries and accessing applicable resources for provision of an appropriate and quick response.
- Welcome and direct customers to Niagara Transit by greeting them through a variety of channels (e.g. in person, telephone and/or digitally).
- Respond to customer inquiries by understanding inquiry; gathering and researching information; providing information and completing the customer transaction.
- Act as the location contact for all visitors to the facility, arranging and dispatching assistance in response to requests for building maintenance, and security issues and concerns.

- Ensure building security policies and procedures are consistently applied to protect the safety and wellbeing for all staff and visitors to the building.
- Ensure that all in-coming communications, whether written, emailed, faxed, received by courier or verbally communicated are directed to the correct source expeditiously.
- Direct individuals to various locations, including satellites, other government agencies and/or geographical locations as appropriate.
- Maintain a comprehensive knowledge of the Transit Commission's customer service and building security policies and procedures, including referral or escalation points for resolution.
- Receive incoming and prepare outgoing mail and courier packages.
- Supports the maintenance of the telecommunications system
- Responsible for timekeeping reporting for Transit Operations and Maintenance as directed
- Assist with sorting/counting of Transit revenues, which includes responsibility to reconcile Ticket Clerk cash tills and transport supplies between the Operations Facility and Bus Terminal to assist the ticket office function
- Assist in the counting, sorting, wrapping and depositing coin and bills for parking and transit function in accordance with Commission policies and procedures.
- Orders, receives and distributes stationary supplies. Creates invoice requisitions as requested by supervisor and/or Coordinator.
- May assist staff with research, background information, and special projects, arranging meetings or appointments.

Assist the Supervisor, Coordinator and staff with the provision of superior and seamless customer service and provide administrative support as directed.

- Participates in the preparation & dissemination of passenger information notices and respond to inquiries from customers regarding routes and schedules.
- Track, monitor and report in a verbal or written report format, customer service issues and concerns and outline suggested practices and policy enhancements.
- Demonstrate continuous effort to improve operations, decrease turnaround times, streamline work processes and work cooperatively and jointly to provide quality seamless customer service.
- Create and update directory, files, daily reports, statistical logs and other documents with current information and verify information for accuracy.
- Coordinates lost & found items and prepares fare media for multiple outlets within the community.
- Engaged in front line sales including accepting payments for passes, tickets, accounts receivables, sales orders, etc. including balancing.

Perform other related duties and responsibilities as assigned or required.