

Job Title:	Mystery Shopper Representative
Supervisor's Title:	Sales & Marketing Coordinator
Positions Supervised:	None
FLSA Class:	Non-Exempt

Job Purpose:

Provides performance evaluations, service checks and frontline evaluations to obtain a “snapshot in time” to evaluate Anaheim Resort Transit drivers’ performance. Provides management with an evaluation about efficiency, customer services practices, schedule adherence, and other operational criteria from the perspective of a non-biased consumer.

Essential Functions:

1. Visits and rides Anaheim Resort Transit buses as ordinary customer and provide detailed evaluations of their experience
2. Poses as a customer to observe the employees, the premises, equipment, other customers and the quality of service offered
3. Completes a written questionnaire for each assignment.
4. Records observations about overall and specific experiences, as instructed.
5. Takes pictures, if requested
6. Performs other tasks or projects as assigned by supervisor.

Qualifications Guidelines**Experience/Training/Education:**

Required: None.

Knowledge/Skills/Abilities:

General: Ability to prioritize, organize, solve problems, and complete tasks independently; ability to follow verbal and written instructions and to accept constructive criticism.

Technical: Requires knowledge of grammar, spelling and punctuation. Skills required include ability to provide outstanding customer service and ability to use standard office equipment including telephones, calculators, copiers, and facsimile equipment; ability to type, using a computer or typewriter keyboard.

Mathematical: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to calculate figures and amounts, such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Communication: 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 and small group situations to customers, clients, and other employees of the organization.

Computer: Ability to proficiently use computer software programs, including Word, Excel, and Outlook.

Reasoning: Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Physical and Environmental Elements:

Physical Demands: Ability to sit continuously throughout entire work shift. Ability to stand, walk, and to reach with hands and arms occasionally for up to 1/3 of normal work shift. Ability to talk and to hear continuously.

Vision: Ability to see at close range (20 inches or less).

Work Environment: Will be subject to moderate noise, including traffic noise, but may be subjected to loud noises occasionally. Will be required to work outdoors, in public areas, often in outdoor weather conditions, frequently subject to vibration, and may include working in high, precarious places. Will be frequently subjected to vibration, fumes or airborne particles and will work near moving mechanical parts.

Special Requirements/Certification: None