



Job Description

**CUSTOMER
SERVICE SPECIALIST**

**Position Code:
Salary Grade**

**A-M17
A_H2**

SUMMARY

Under direction and guidance, oversees and communicates with customers, clients and general public providing marketing, public information and outreach information about ART programs and services. Responsible for maintenance of excellent communication skills to increase awareness, positive perception, brand recognition, ridership, and customer retention for ART service.

REPRESENTATIVE DUTIES

This list is intended to indicate the general nature and level of work performed by employees within this classification and is not designed to be interpreted as an exhaustive listing of all tasks required of employees assigned to this job.

- Assists implementation of proactive customer relations programs
- Provides information to groups on agency policy and service-related issues
- Evaluates customer concerns, needs and inquiries and follows-up as appropriate
- Assists in preparation, development, and maintenance of various records and reports
- Prepares in-depth reports on customer-related issues
- Maintains close working relationships with agency personnel to respond effectively to customer concerns and inquiries

QUALIFICATION GUIDE

Knowledge of:

- Principles and practices of customer relations or marketing
- Principles and techniques of communication, including public speaking
- Americans with Disabilities Act
- Bus routes, fares, and local construction & improvement projects
- Local events and their impact on traffic and ART service
- Current customer-related service issues

Ability to:

- Operate a personal computer
- Organize, analyze, interpret, and explain operation and policy information in simple terms
- Receive public input and distribute accordingly
- Convey a positive image of the agency to other organizations and the public



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- Prioritize tasks and meet deadlines
- Respond to questions regarding policies and services.

EDUCATION AND EXPERIENCE

Any combination of education and experience equivalent to a high school diploma with some related experience involving customer service information and financial or statistical record keeping preferred. Related experience preferred. Knowledge of Orange County demographics or transportation issues is desirable.

WORKING CONDITIONS/PHYSICAL ACTIVITIES

(The physical demands described are representative of those that must be met by the employee to successfully perform the essential functions of this job. OCTA provides reasonable accommodation to enable individuals with disabilities to perform the essential functions.)

Positions in this class typically require:

- Work may be performed in a stressful, fast-paced office environment, depending upon assignment.
- Requires ability to understand verbal communication and to respond effectively.
- Positions in this class typically require: Reaching, Fingering, Grasping, Feeling, Talking, Hearing, Seeing, and Repetitive Motions in computer use.

SPECIAL REQUIREMENTS & CERTIFICATIONS

Valid California Driver License. Pre-employment drug screening and background check is required. ATN is an equal opportunity & affirmative action employer.