



Job Description

**MYSTERY
SHOPPER**

Position Code:
Salary Grade

A-O17
A_H1

SUMMARY

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

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.

1. Visits and rides Anaheim Resort Transportation 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 the overall service
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

QUALIFICATION GUIDE

Knowledge of:

- Principles and practices of customer relations or office organization
- Principles and techniques of communications
- 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:

- 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
- Prioritize tasks and meet deadlines



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EDUCATION AND EXPERIENCE

Any combination of education and experience equivalent to a high school diploma with some related experience involving customer service information. Knowledge of Anaheim/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.
- This is a part time position. Average 10-15 hours a week. Hours are not guaranteed.
- Availability to work nights, weekends and holidays is required.

SPECIAL REQUIREMENTS & CERTIFICATIONS

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