



Job Title: Station Service Representative

Reports to: Station and Customer Service Supervisor

Effective Date: August 2022

Direct Report(s): **None**

FLSA: **Non-Exempt**

Description and Essential Functions

Responsible for supporting the Downtown Transit Center (DTC) from a customer service perspective.

- Provides in-person customer service from behind a screened-in service booth
- Answers phone calls and passenger inquiries
- Provides general support to passengers and the DTC
- Collects any pertinent information from passengers
- Maintains accurate ticket inventories and daily receipts
- Assists operators in replacing trim units
- Light custodial duties as required
- Performs other duties as assigned

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Qualifications

A combination of education and/or experience that provides the required knowledge, skills, and abilities to perform the essential functions of the position. Additional experience, as outlined below, may be substituted for the required education on a year-for-year basis.

Education and/or Experience: A high school diploma or equivalent, one (1) year of experience in customer service preferred.

Essential Job Skills and Abilities: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Essential duties are performed with or without reasonable accommodations.*

As a primary point of contact for GMT customers, this position must be able to communicate effectively with the diverse population, while remaining calm and collected, even in stressful situations. This position will be tasked with resolving customer issues effectively and in a timely manner, while managing multiple competing priorities.

Work Conditions

Physical Requirements: *The physical demands described are representative of those that must be met by the employee to successfully perform the essential functions of this job. GMT provides reasonable accommodation to enable individuals with disabilities to perform essential functions.*

Ability to sit or stand for long periods, prolonged use of a computer, ability to answer the phone, willingness to use office equipment (i.e: fax machines, credit card machines, scanners etc.), and occasionally lifting a weight of up to 30lbs.

GMT is committed to providing a workplace that includes people of diverse backgrounds and fully utilizes their talents to achieve its mission. GMT believes that an inclusive and diverse workplace culture enhances the performance of our organization and our ability to fulfill the agency's mission.

GMT is an equal employment opportunities (EEO) employer to all employees and applicants for employment without regard to political or religious affiliation, race, color, national origin, place of birth, ancestry, age, sex, sexual orientation, gender identity, marital status, crime victim status, veteran status, disability, HIV positive status, or genetic information in employment or the provision of services. In addition to federal law requirements, GMT complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.