



POSITION DESCRIPTION

POSITION TITLE: Customer Service Clerk, Sutter Hill Transit Center (SHTC)

SUPERVISOR: Mobility Manager

SCOPE OF RESPONSIBILITY

Under general supervision, the Customer Service Clerk performs receptionist duties which include, but are not limited to, answering the telephones, explaining routes and timetables, selling, and issuing bus passes and responding to information requests for Amador Transit. Additional duties may include limited agency data collection and recordkeeping.

ESSENTIAL FUNCTIONS

- Greets and responds to public inquiries in a courteous manner, providing information regarding Amador Transit. Help to maintain a safe, comfortable, and friendly environment for AT.
- Greets and responds to public inquiries regarding activities in Amador County
- Assists riders with use of the AT bus schedule; arranging trips as necessary. Assist with travel plans beyond Amador Transit, including airport, Greyhound, Amtrak and BART connections.
- Call AT Dispatch with required “special request” pickup information for relay to AT drivers.
- Assist visitors with directions to local activities via their own transportation and/or Amador Transit.
- Makes change for riders who do not have exact fare.
- Sells all monthly, disabled, senior, youth passes; reconciling pass sales records. Assists in cash handling and receipts.
- Prepares and maintains legible, concise and understandable activity logs and other related or similar types of information as a reference record of incidents and details.
- Provide applications and approve/deny Disable-Senior Passes; forwarding original documentation to AT and keeping a copy of said application and passes in a locking cabinet, should a passenger need another copy.
- Provide Dial-A-Ride Applications, assist clients with completion. Schedule appointment with AT Mobility Manager for applicant interview.
- Sell passenger pre-paid tickets in multiple denominations as is currently sold by AT. Record and reconcile pass sales records.
- Volunteer Driver Program:
 - Answer questions regarding program
 - Provide and approve volunteer applications
 - Provide and approve rider applications
 - Schedule rides
 - Provide volunteers with vehicles keys, pre and post trip forms. (After acquisition of Amador Rides mini-vans)
- Perform daily checks of SHTC restroom facilities.



- Monitor and provide key for usage of facility shower and bicycle lockers
- Monitor and order needed restroom supplies, i.e., towels, cleaning supplies, etc.; maintaining storage room in an orderly manner.
- Provide direction and monitor lower lot-long term parking.
- Provide first-time users with information on the e-charging station.
- Provide Wi-Fi assistance to users upon request.
- Provide accurate reporting on building and maintenance issues to AT maintenance staff.
- Performs other related duties as required as position evolves.

KNOWLEDGE, SKILLS AND ABILITIES

- High School Diploma or equivalent.
- Two years general office experience with one year data entry experience. (Post high school courses may substitute for experience).
- Ability to communicate clearly, effectively and concisely, both orally and in writing, with the public and all ACT and AT staff.
- Ability to perform position requirements orderly and efficient handling of sporadic, but often, simultaneous activities of answering telephones and counter activities such as providing visitor information, making change, selling passes and responding to both Amador Council of Tourism and Amador Transit information requests.
- Ability to read a variety of materials including general mail, invoices, statements, identifications, applications, regulations and other printed or handwritten material.
- Demonstrated ability in basic math and use of office machines such as calculator, copier and multi-line phone/voicemail/intercom system.
- Experience using Word, Excel, PowerPoint and other software programs.
- Knowledge of Amador County geography, including street and road locations, area history, landmarks and visitor destination sites.
- Requires the ability to work well with the public, AT employees and volunteer staff; convey accurate information to AT management personnel or staff; remain professional and courteous with upset or disturbed customers and with staff in problem situations.

SPECIAL REQUIREMENTS

- Must pass a pre-employment substance abuse test as a condition of employment and Criminal Background Check. This position is considered safety-sensitive, as defined by the Federal Transit Administration (FTA), thus it is subject to random drug and alcohol testing and is subject to all other types of substance abuse tests as described in the policy.
- If selected for the position, documentation of United States citizenship or an alien lawfully authorized to work in the United States will be required to establish identity and work authorization in accordance with the employer's obligation under the Immigration Reform and Control Act of 1986.



- Acceptable driving record.

WORK SCHEDULE

Full-time standard workweek (40 hours) during normal business times.

Current schedule is 08:00 AM to 4:30PM, with half hour lunch. Hours may vary according to work schedules and tasks to be accomplished with evening and weekend work necessary at times to accomplish the duties of the position as determined by immediate supervisor.

WAGES AND BENEFITS

Starting wage =\$16.87 per hour with benefits as described in the Amador Transit Personnel Policy. This is a non-exempt position as defined by the Fair Labor Standards Act (FSLA).

PHYSICAL DEMANDS

(Occasionally = 1% - 33%; Frequently = 34% - 66%; Continuously = 67% - 100%)

Sitting:	Frequently
Standing/Walking:	Frequently
Driving:	Occasionally
Lifting/Carrying:	Frequently, up to 25 pounds; must be able to lift 50 pounds
Bending/Squatting/Kneeling:	Frequently
Pushing/Pulling/Reaching:	Frequently
Twisting:	Frequently
Overhead Reaching:	Frequently
Climbing:	Occasionally
Handling/Grasping:	Frequently
Talking:	Frequently
Hearing:	Continuously
Fine Finger Manipulation:	Frequently

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

Amador Transit is an equal opportunity employer and does not discriminate on the basis of race, sex, age color, religion, national origin, marital status, veteran’s status, disability status, sexual orientation or any other



basis prohibited by federal, state or local law. Please let Amador Transit know if you need accommodation in order to participate in the application process.