



Job Title	<i>CSR – Call Center Representative</i>
Department	<i>Business Development</i>
Reports to	<i>Call Center Manager</i>
Grade	<i>Collective Bargaining Agreement C2</i>

Job purpose

The CSR reports to the Call Center Manager and is responsible for answering all incoming phone calls that come through to the Call Center. This position will be responsible for answering all questions regarding CDTA services, products, and schedules, as well as accommodate individuals making paratransit reservations.

Duties and responsibilities

- Operate a multiline phone system to answer all incoming phone calls and provide accurate information regarding all CDTA services, fares, and programs.
- Provide excellent customer services by using proper phone etiquette, and appropriate greeting and closing statements.
- Comply with operating policies and procedures as stated in the CDTA Handbook as well as the Call Center Operations Manual.
- Utilize trip planning and other available software to provide accurate information.
- Record all comments customers wish to file using the HASTUS Customer Comment database, this includes compliments and complaints.
- Receive reservation requests using multiple different software programs. Follow procedures for verifying trip information before saving record.
- Process all trip cancelations.
- Maintain confidentiality and abide by all HIPPA requirements pertaining to consumers information.
- Transfer calls to appropriate departments
- Other duties as assigned.

Qualifications

- High School Diploma or Equivalent
- Exceptional customer service skills with a minimum of one year experience in a customer service role. Call center experience preferred.
- Must be familiar with the Capital District and be able to read and process information on a map.
- Ability to multitask, navigate, and successfully use Microsoft Office such as Word, Excel Outlook, many different types of specific software programs, as well as internet-based programs.
- Ability to learn and operate multiple computer software programs.
- Excellent communication with the ability to deescalate angry customers and work with individuals with disabilities and seniors.
- Bilingual highly desirable.

Working conditions

Normal Office Setting

Direct reports

List by job title any positions to be supervised by the incumbent.



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Approved by:	<i>HR</i>
Date approved:	<i>11/3/22</i>
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