



**Position Title:** Customer Service Representative (Part-time)  
**Classification:** Non-exempt  
**Location:** Administration Building - 8510 Corridor Rd. Suite 110, Savage, MD 20763  
**Reports To:** Mobility Manager  
**Date Updated:** July 1, 2021

## **ABOUT US**

The Transit Management of Central Maryland (TMCM) d/b/a the Regional Transportation Agency (RTA) manages and operates public transportation in Anne Arundel County, Howard County, northern Prince George's County, and the City of Laurel. RTA employs 170 administrative and operational staff out of our Annapolis-Junction location.

## **JOB DESCRIPTION**

We are seeking a customer-focused, computer savvy, dependable **Customer Service Representative (CSR)** for our call center. This part-time position will assist customers by answering a multitude of inquiries as well as scheduling rides/trips for passengers.

### **Knowledge, Skills and Abilities, including, but not limited to:**

- Demonstrates behaviors that are consistent with standards for professional and ethical conduct
- Ability to pleasantly, effectively, accurately, and concisely provide a wide-range of information to internal and external customers
- Demonstrated ability to work in an office environment with other CSRs
- Ensures that all calls are answered promptly
- Ability to handle multiple priorities
- Accurately enters ride/trip data, reservations, complaints, and other applicable data into appropriate software programs
- Demonstrated ability to effectively communicate orally and in writing via telephones and other electronic means
- Remains up to date on current policies, changes to policies/procedures, and other general information in an effort to provide correct information to passengers
- May greet visitors at the front and/or handle in-person inquiries
- Keeps the Mobility Manger updated on issues of concern
- Other position-related duties as assigned

### **Minimum Qualifications:**

- High School Diploma or equivalent required
- At least 2 years of experience as a Customer Service Representative in a Call Center environment
- Excellent verbal, written and interpersonal skills
- Able to follow both written and verbal direction
- Able to operate a computer, standard telephone system, and standard office equipment
- Exercise business telephone etiquette
- Compliance with uniform/dress code: Business casual attire

**You will exceed our expectations if you possess:**

- Fluency in Spanish and/or French

**Physical Requirements & Working Conditions:**

Incumbent must be able to move about the office and between floors; utilize standard office equipment; access filing system/cabinets; and communicate effectively and efficiently in person and/or by telephone. This position requires the ability to sit and utilize a phone for prolonged hours.

**Right to Revise:**

This job description is not meant to be all-inclusive, and the company reserves the right to revise this job description as necessary without advance notice.

The duties and expectations herein are intended to describe the general nature and level of work being performed by employees. They are not to be construed, as an exhaustive list of responsibilities, duties, and skills required. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer without notice.

*We provide equal employment opportunities to all employees and applicants for employment and prohibit discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment.*