King County

ASSIGNED/ON-CALL RIDER INFORMATION SPECIALIST

DEPARTMENT OF TRANSPORTATION/TRANSIT DIVISION
SALES AND CUSTOMER SERVICE SECTION

Hourly Rate: $12.92 (entry) to $18.45
Job Announcement No.: 03AB3471
OPEN: 09/10/03 CLOSE: 09/24/03

WHO MAY APPLY: This position is open to the general public. This recruitment will be used to fill current and future on-call positions. On-call employees work a minimum of 20 hours per week.

WHERE TO APPLY: Required forms and materials **must** be sent to: **201 South Jackson St., M. S. KSC-TR-0419, Seattle, WA 98104-3856** or hand delivered to the **Career and Employment Center** located at The King Street Center, 201 South Jackson St. Application materials **must** be received by 4:00 p.m. on the closing date. (Postmarks are NOT ACCEPTED.) Contact Adrienne Bunney (206) 684-1087 for further inquiries. ***PLEASE NOTE:*** Applications not received at the location specified above will not be processed.

***FORMS AND MATERIALS REQUIRED*: King County application form**, resume, supplemental questionnaire, and letter of interest detailing your background and describing how you meet or exceed the requirements.

WORK LOCATION: The King Street Center, Pioneer Square, Seattle, WA

WORK SCHEDULE: This position is not exempt from FLSA regulations and is overtime eligible. This position will work a minimum of 20 hours per week usually in eight-hour shifts. Employees may be called or scheduled to work weekends and holidays, or to complete daily shift assignments that are less than eight hours in length. Starting and quitting times may vary from day to day.

PRIMARY JOB DUTIES INCLUDE: This position provides information to the public regarding transit routes, schedules, fares, transfer points and other transit services from the Transit Rider Information call center. Duties include:

- Suggest regional transit routes and schedules to reach points of interest, stores, buildings, hospitals, railroads, and other locations. Answer questions on transfer privileges and fare rates.
- Using a computer and hard copy materials review maps, literature, and other sources of reference to find appropriate transit route and transit related information.
- Receive complaints or commendations about service from the public. Write information received on customer contact sheets. Forward complaints and commendations to customer service area. Report details of certain types of complaints such as service delays, reckless operation, accidents, or broken trolley wires to supervisory personnel.
- Receive calls about persons and articles lost on metro vehicles. Attempt to trace valuable lost articles, children, or medicine through operating personnel. Contact and instruct caller when and where article can be claimed or refer caller to lost and found.
- May receive and refer calls from customers requesting information on special charter service to charter service representative. Transfer callers to other Metro offices for additional information.
- Proofread new schedules and other marketing materials.
- Perform other special tasks as assigned.

QUALIFICATIONS: One year of previous work experience demonstrating the ability to deal tactfully with the public. A basic understanding of geography and knowledge of the city and county is required.
Additional qualifications include:

- Excellent customer service skills. This includes the ability to be courteous and maintain professionalism while under stress and when dealing with difficult callers.

- Ability to carry out written and oral instructions on operational changes in transit service.
- Ability to read, comprehend and communicate to customers technical information found on maps, timetables, schedules, and operations bulletins.
- Ability to apply analysis and judgement to quickly and efficiently find and convey correct information to callers.
- The ability to work as part of a team.
- Ability to multi-task.
- Ability to compute fares, estimate route distances and arrival times.
- Excellent verbal communication skills are required.
- Ability to use a personal computer to enter data (data entry via a keyboard) and caller information.

DESIRABLE QUALIFICATIONS:

- Experience in a call center environment
- Prior transit experience.

PHYSICAL REQUIREMENTS: This position will work in an office environment and requires sitting at a desk using a computer. During the training period, trainees will be required to utilize public transit for purposes of learning routes.

TRAINING PERIOD: Candidates must successfully complete an eight-hour per day two to four week training program. Trainees are paid $9.22 per hour. Trainees may be required to: ride buses; walk/move around the entire downtown area regardless of weather; learn all variations of transit routes; learn fare structures and address systems; and work with other Rider Information Specialists on the telephones.

SELECTION PROCESS: Applications will be screened for qualifications, clarity and completeness. Competitive applicants may be invited to participate in a testing process that includes; computer skills, typing speed, and a written examination measuring their skill in reading maps, timetables and locating addresses. Candidates who pass the testing portion may be invited to a panel interview.

UNION MEMBERSHIP: The Amalgamated Transit Union Local 587 represents positions in this classification.

CLASS CODE: **261570**

Supplemental Questionnaire

Rider Information Specialist On-call
Job Announcement No. 03AB3471

The following questions address important elements of this position, and the information you provide will help determine your eligibility for further consideration. Please limit your responses to no more than one typed page per question. Attach all sheets to your application materials.

1. Discuss your experience working with the general public, whether in person and/or by phone. What kinds of information were you sharing with the customer?

2. Describe your experience locating addresses on city/county maps. Include where, the length of time/frequency locating addresses and the reason(s) why you gained this experience?

WHERE	LENGTH	PURPOSE

3. Describe your experience using personal computers.