



METRO Regional Transit Authority Customer Care Specialist Part-Time

SALARY	\$18.99 Hourly	LOCATION	416 Kenmore Blvd, Akron
JOB TYPE	Part-Time	JOB NUMBER	202500018
DIVISION	Administration	DEPARTMENT	Customer Care - Union
OPENING DATE	04/14/2025	CLOSING DATE	5/16/2025 11:59 PM Eastern

Description

The Customer Care Specialist is responsible for relaying SCAT, ADA Complementary Paratransit, and METRO information, registering new applicants, selling passes to general public via face to face or other forms of sales with accuracy and scheduling transportation to older adults and individuals with disabilities in a pleasant and tactful way via telephone or other forms of communication. The Customer Care Specialist is responsible for correctly scheduling passenger trips throughout Summit County, and assigning same in chronological order through data entry or operating a computer terminal.

Examples of Duties

- Responsible for giving information about METRO line bus, schedules, fares, passes, and tickets to the general public or referring to the applicable department.
- Responsible for supplying information regarding the SCAT program to older adults and individuals with disabilities and the ADA complimentary Paratransit
- Knowledgeable of other local agencies and organizations for referrals.
- Work with customers to resolve problems
- Screens new applicants for SCAT by explaining the SCAT service and qualifications. Responsible for correctly and accurately entering information into the computer system.
- Responsible for correct entries of data into the personal computer. Must report any error messages that may occur from time to time.
- Responsible for stuffing envelopes, coding surveys, reviewing registration files for corrections, assisting the general public who come into the Authority for information, or applications, assisting with training of entry level clerks.
- Assists passengers and purchased transportation companies with information on their SCAT, ADA or contracted service trips.
- Selling passes to general public via face to face or other forms of sales with accuracy.
- Makes ticket and pass consignments for cash box.
- Ability to deal courteously and diplomatically with the general public.
- Performs other duties as assigned.
- Regular attendance is an essential function of this job

Typical Qualifications

- Position requires high school diploma or equivalent;
- including 10-key and basic computer experience.
- Must be familiar with the street system of Summit County and be able to read maps and directions.
- Valid driving license with no more than two points is required.

Supplemental Information

Physical Requirements & Working Conditions: Job requires incumbent to sit, stand, walk or listen, reach with hands and arms, view things at 10 inches or less (fine detail work) over 2/3 of the time. Must be able to occasionally (0 to 1/3 of working time) lift up to 40 pounds. Work is typically performed indoors in an office environment, constant contact with the general public and is subject to pressure from deadlines.

Required Skill Sets: Technical Skills & Occupational Skills:

- Knowledge of METRO RTA's customer service area is preferred but not required.
- Ability to communicate clearly and effectively, both orally and in writing.
- Basic computer understanding along with data entry experience.
- Ability to speak effectively with individuals and small groups, and to respond to questions.

Administrative & Communications Skills:

- Ability to routine handle multiple priorities and projects as directed.
- Ability to follow established procedures to resolve problems.
- Ability to communicate clearly and effectively, both orally and in writing.

Cognitive Skills:

- Ability to perform basic arithmetic functions.
- Ability to read and interpret documents such as safety rules, operations and maintenance instructions, and procedure manuals.
- Ability to apply logical thinking to solve practical problems

When applying, please provide any previous employer's contact information for up to the past 12 years.

Employer

METRO Regional Transit Authority

Address

416 Kenmore Blvd.

Akron, Ohio, 44301

Phone

3307620341

Website

<https://www.yourmetrobus.org>