



RTC OF SOUTHERN NEVADA
Department of Customer Care
600 S. Grand Central Pkwy, Ste. 350
Las Vegas, NV 89106
<http://www.rtcnv.com>

CUSTOMER CARE AGENT

SALARY

\$43,056.00 Annually

****Although there is a salary range for this position, the candidate hired into this position will be hired at the bottom of the salary range.****

THIS RECRUITMENT IS LIMITED TO THE FIRST 125 COMPLETED EMPLOYMENT APPLICATIONS. ONCE THAT NUMBER OF APPLICATIONS IS REACHED, THIS RECRUITMENT WILL CLOSE WITHOUT NOTICE. THIS RECRUITMENT WILL BE USED TO ESTABLISH AN OPEN COMPETITIVE AND PROMOTIONAL ELIGIBILITY LIST THAT MAY BE USED TO FILL FUTURE VACANCIES OCCURRING IN THIS CLASSIFICATION FOR A MINIMUM PERIOD OF SIX (6) MONTHS. ALL COMMUNICATION WITH APPLICANTS WILL BE VIA EMAIL. APPLICANTS MUST PROVIDE A CURRENT AND VALID EMAIL ADDRESS WHEN APPLYING.

OPENING DATE: 01/19/2023

CLOSING DATE: 02/02/2023

THE POSITION

Provides information and assistance to RTC customers requiring comprehensive knowledge of operations, methods and processes of the work unit.

FLSA STATUS: Non-Exempt

Working Conditions: May work shifts on days, evenings, weekends, and holidays. **Work from home is available once probation period has been completed.**

REQUIREMENTS

Education and Work Experience: Equivalent to a High School Diploma/GED and minimum one-year experience in an office, retail, or customer service environment.

Preference may be given to candidates who are bilingual.

Background Investigation: Employment with the Regional Transportation Commission in this position is contingent upon completion of a comprehensive background investigation, including qualifying education/experience verification, social security trace, and a criminal history records review.

Required Forms:

1. RTC Application On-Line Profile: Follow all the instructions on the application to include any education and experience that would qualify you for this position.

Only the most-qualified candidates will be invited to participate in the examination process.

Candidates should ensure that they highlight any of the following professional experience they possess on their applications/resumes:

- Ability to provide exceptional customer service
- Experience in data entry with scheduling and reservations systems
- Skills with handling escalated customer service issues and the ability to provide appropriate resolutions
- Demonstrated experience providing customer service to elderly and disabled populations

PHYSICAL DEMANDS

Physical ability to perform office and related work, including operating computers and office machinery; stamina to sit for extended periods of time; strength to lift and maneuver materials weighing up to 25 pounds; vision to read printed materials; and hearing and speech to communicate in person or over the telephone. Accommodations may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodations.

EXAMPLE OF DUTIES

Answers inquiries in regards to transportation services, routes, schedules, stop locations, trip planning and fares. Answers inquiries in regards to RTC ADA Paratransit Certification process and procedures. Schedules, changes and deletes certification appointments and trip requests per customer input and following policies, procedures and standards. Reviews scheduling data to ensure trip selection is most efficient. Utilizes street map directory, computer terminal, other transit information and other reference materials and makes general conclusions based upon established service area parameters. Operates computer terminal and other standard office equipment required to communicate and assist employees. Records and answers customer suggestions, requests and complaints. Processes complaints and forwards to appropriate authority for investigation and resolution; reports lost and found items. Investigates and processes issues related to the RTC Ticket Vending Machines, Mobile technology, etc. Processes complaints and forwards to appropriate authority for investigation and resolution. Maintains records of activities as required. Provides additional information and assistance to internal and external customers as required. Other duties as assigned.