



CUSTOMER SERVICE CLERK

JC: CA120
PG: CLK IV
FLSA: Non-exempt

PC: 031
BU: 02
Revised: November 23, 2004

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under general supervision, sells revenue tickets, rents bike lockers, provides information to customers on BART operations and policies; responds to customer complaints, exchanges damaged tickets, sells company store items, serves the disabled community by receiving and screening applications for the Regional Transit Discount Identification Cards; and performs related duties as assigned.

CLASS CHARACTERISTICS

This class has primary responsibility for providing direct assistance to BART customers in the Lake Merritt Station Customer Services Center and for projecting a positive image of the District to customers and callers. Responsibilities include selling revenue tickets and BART Company Store logo items; balancing sales, receipts and ticket inventories; renting of bicycle lockers; processing applications for the Regional Transit Discount Card for seniors and persons with disabilities; explaining BART operations and policies; responding to complaints. This class is distinguished from the Customer Services Representative in that the latter has responsibility for the development, coordination and implementation of multiple customer service programs and activities designed to enhance the passenger's image of the District. This class is distinguished from the general clerical classes by the amount of customer contact.

REPORTS TO

This position reports to the Manager of Customer Services.

EXAMPLES OF DUTIES – *Duties may include, but are not limited to, the following:*

1. Greets customers at sales window and provides direct customer service assistance on a variety of ticket sales programs.
2. Responds to the full range of customer questions, concerns, and complaints related to BART operations, including schedules, fares, ticket machines, fare gates, at the Lake Merritt Stations and system wide.
3. Assists customers with questions and resolutions of problems over the phone or in person.

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4. Provides ticket price information; types ticket invoice orders; prepares ticket order confirmations; explains policies related to ticket refunds and exchanges; processes refunds and exchanges following established policies and guidelines.
5. Balances cash and checks taken in with tickets and Company Store items sold; maintains and reconciles ticket inventory transactions, prepares daily ticket sales report for District management review.
6. Makes exchanges and maintains reports of faulty and damaged tickets.
7. Process "Tickets by Mail" orders including ordering pre-encoded tickets, researches and maintains records of lost tickets.
8. Administers bicycle rental program including maintaining inventory of lockers and keys, processing applications and refunds; notifying customers of upcoming renewals; and reporting maintenance problems and coordinating locker repairs and relocations.
9. Screens and accepts applications for the Regional Transit Discount Card from seniors and persons with disabilities; explains policies and procedures; transmits applicant information to Central Processor; tracks problem applications on behalf of customer.
10. Conducts inventory of BART logo items.

QUALIFICATIONS

Knowledge of:

- Principles and practices of dealing with the public in a tactful and effective manner
- Standard office practices and procedures, including record keeping and filing
- Business arithmetic including compilation of basic statistical records
- Basic methods of inventory or ticket control

Skill in:

- Performing arithmetic calculations quickly and accurately
- Working with a high level of public contact with a diverse customer base
- Projecting a courteous, patient, helpful and positive attitude when dealing with customers
- Resolving problems for customers who may be distraught
- Evaluating customer complaints and questions and making appropriate responses or referrals for handling
- Operating basic business application software to record, track sales, receipts and inventory
- Handling and making accurate recordations of cash and ticket transactions
- Preparing accurate and complete reports and other brief correspondence
- Maintaining organized and accurate records
- Ensuring adequate ticket inventory level and reconciling ticket distribution against financial records
- Establishing and maintaining effective working relationships with those contacted in the course of the work
- Operating standard office equipment, including a personal computer and word processor

MINIMUM QUALIFICATIONS

Education:

Possession of a high school diploma, GED or recognized equivalent.

Experience:

Three (3) years of (full-time equivalent) verifiable general office assistant experience working with a diverse group of people including the senior and disabled community, providing customer service, explaining rules and regulations to the public, and performing cashier duties. At least one (1) year of experience must have included the use of computerized inventory control systems.

Other Requirements:

Must be able to type accurately at a speed of 30 net words per minute.

Must be able to work off-hour shifts as required.

Must be able to lift boxes weighing up to 50 lbs.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens.

Physical Conditions:

Requires maintaining physical condition necessary for sitting, standing, or walking for prolonged periods of time.

BART EEO-1 Job Group: 6000 - Clerical
Census Code: 5410 – Reserv/Transp. Ticket Agentsv
Safety Sensitive: N