



CUSTOMER SERVICES TECHNICIAN

JC: 000180
PG: 036
FLSA: Non-Exempt

BU: 2 (SEIU)
Created: September 2018

*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, performs the more difficult or specialized clerical office administrative support, cash handling and customer service responsibilities for the District's Customer Services Department; may provide lead direction or training to a group of clerks at management's discretion; and performs related duties as assigned.

CLASS CHARACTERISTICS

This classification is the paraprofessional level within the clerical series, and is the bridge between the clerical support classes and the professional class series within the Customer Services Department. While the primary work is administrative/clerical in nature, positions in this class require substantial customer service and retail cash handling expertise and applies extensive knowledge of District policies and procedures. Additionally, incumbents assist and support the professional staff with assignments and projects on a regular basis and resolve problems which have a significant impact on the overall goals and activities of the department. This classification is distinguished from the Customer Services Clerk in the former provides the more difficult or specialized customer service work, and may provide lead direction to a group of clerks.

REPORTS TO

This position reports to the Manager of Customer Services and/or his/her designee.

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

1. Provides administrative support to Customer Services Management by preparing and updating reports and communications, and performing other related duties using computer applications, such as Microsoft Office suite and point of sale systems.
2. Provides direct customer service assistance at the retail customer services window on BART related services, including sales, schedules, RTC and Bike Locker program at the retail Customer Services Center.
3. Performs ticket, Clipper Card, and company store point of sale transactions; counts and balances cash drawers and credit sales receipts with accountability for accuracy; maintains and reconciles

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ticket inventory transactions; prepares ticket sales and other reports for District management review; and performs inventory on BART company store items.

4. Explains BART operations and policies, and responds to common customer complaints and questions, referring more complex customer services issues to the Complaints Office.
5. Organizes and maintains various departmental files; types correspondence, reports, forms, and specialized documents from drafts, notes, or brief instructions, using various computer applications; proofreads and checks typed and other materials for accuracy, completeness, and compliance with departmental policies and regulations.
6. Enters and retrieves data from an on-line or personal computer system.
7. Attends to a variety of office administrative details such as ordering supplies, arranges for the repair of equipment, transmits information, keeps reference materials up-to-date; and requests maintenance (as needed).
8. May provide lead direction, training and work review to a group of clerks at management's discretion.
9. Organizes work, sets priorities and follows-up to ensure coordination and completion of assigned work.
10. Processes "Tickets by Mail" orders, regional transit, Clipper Card applications, and ticket exchanges, including ordering pre-encoded tickets, preparing tickets for Treasury pick-up; requesting checks from Accounting; and responding to email order requests.
11. Administers bicycle rental program including maintaining inventory of lockers and keys, processes applications and refunds; notifies customers of upcoming renewals; and reports maintenance problems.

QUALIFICATIONS

Knowledge of:

- Basic office practices and procedures, including filing, record keeping and the operation of standard office equipment.
- Correct English usage, including spelling, grammar, and punctuation.
- Basic business data processing principles and the use of spreadsheet and word processing applications.
- Business letter writing and the standard format for typed materials.
- Business arithmetic including compilation of basic statistical records.
- Customer services principles and practices.
- Basic methods of inventory or ticket control.

Skill in:

- Developing and maintaining effective working relationships with those contacted in the course of the work.
- Understanding and carrying out oral and written directions.

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- Maintaining accurate records and files.
- Making accurate arithmetic calculations.
- Performing detailed clerical work accurately.
- Maintaining attention to detail despite interruptions.
- Communicating tactfully and effectively with customers.
- Operating point of sale (POS) systems and equipment.

MINIMUM QUALIFICATIONS

Education:

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

Experience:

Four (4) years of (full-time equivalent) verifiable general clerical or office assistant experience including at least two (2) years of customer services and retail or banking experience, which must have included point of sale transaction experience.

Other Requirements:

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 – Reservation/Transportation Ticket Agents
Safety Sensitive: No