



Customer Service Specialist

Topeka Metro offers an excellent benefit package including free employee health insurance, paid-time-off (PTO), paid holidays, and KPERS retirement benefits. The regular full-time shift for this position is Mon. – Fri. 9:15 a.m. – 6:15 p.m. with a starting pay of \$16.39/hour. Applicants must satisfactorily pass a background check and pre-employment drug screen.

General Duties:

- Provide customer service information to the public regarding all transit services by retrieving information from various sources including schedules, software, spreadsheets, and maps.
- Sell bus fare media at Quincy Street Station and prepare bank deposits.
- Provide responsive phone and radio coverage.
- Enter ride requests accurately for paratransit service and contract providers.

Minimum Qualifications:

- Customer oriented with the ability to provide exceptional customer service and communicate effectively and courteously with patience to a diverse group of individuals.
- Ability to learn and efficiently answer public inquiries regarding routes, schedules, and fares.
- Ability to demonstrate and maintain a professional, pleasant, and helpful demeanor towards the public and co-workers.
- Knowledge and familiarity with Topeka streets and landmarks with the ability to read and understand maps.
- Experience using multi-line phone systems, computers, Microsoft Office products, and other office technology equipment with the ability to learn additional software and technology as needed.
- Previous experience in customer service and working with the public.
- Knowledge of basic math skills and cash handling techniques.
- Must have flexibility to work various shifts and overtime when needed
- Bilingual in English/Spanish is highly preferred.
- HS diploma/GED required.

Download an application & characteristic survey at www.topekametro.org under the Careers tab.

Email: resumes@topekametro.org

FAX: (785) 233-3063

Topeka Metro is an equal opportunity employer committed to equal employment opportunities for all persons and will make all employment decisions, including hiring, on the basis of merit and ability without regard to, race, religion or creed, color, sex (including pregnancy, gender identity and sexual orientation), national origin, political affiliation, military or veteran status, disability, age, genetic information, or any other basis prohibited by local, state, or Federal law. Topeka Metro also prohibits retaliation. Topeka Metro is a Drug Free Workplace.