

October 14, 2025**Recruitment Announcement
Customer Service Representative****Position Hourly Wage: \$23.58 - \$33.60
Excellent Benefits Package****Open Until Filled****Who We Are:**

The Salem Area Mass Transit District, known as Cherriots, is a great public transit system. We work hard every day to give our customers the best experience possible. We provide local, regional, and paratransit services in Marion and Polk counties. But we do more than just transportation. We help people get to jobs, shopping, and schools. We help businesses find more workers. We ensure that people can enjoy recreational, social, faith-based, and other activities without needing a car.

Cherriots is an equal opportunity employer that aims to create a workforce that reflects our diverse community. We are committed to creating an inclusive environment for all employees and encourage individuals from all backgrounds to apply.

About the Role:

Under the administrative direction of the Customer Service Manager, the Customer Service Representative provides a world-class customer experience. Additionally, the Customer Service Representative participates in outreach events to positively promote Cherriots and fosters a sense of partnership and collaboration between Cherriots and the communities it serves.

Duties:

- Responds to inquiries regarding bus routing and scheduling, fares, marketing promotions, and other routine customer information at Cherriots facilities and through customer site visits.
- Sells bus passes, tickets, and other forms of fare media utilizing a cash register and point of sales hardware. Receives money, makes the correct change, and makes bank deposits.
- Processes Reduced Fare Pass applications and issues identification cards.
- Maintains necessary customer service records and logs.

- Receives information from customers regarding service problems and driver commendations, then forwards to appropriate personnel for processing.
- Supports marketing programs by sharing information, dispersing materials, and meeting with the public to promote Cherriots.
- Maintains an adequate supply of bus schedules and service schedule racks at outlying points within the community.
- Maintains the customer lost and found by receiving and logging articles and delivering them to claiming customers.
- The ability to consistently adhere to a defined work schedule, and be present onsite, is crucial to the successful performance of this role's job duties and responsibilities because the essential duties of this role require reliable presence for planned or unplanned in-person meetings, and other interactions necessary to operate efficiently, including the communication of assignments to and from managers and direct reports, and other day-to-day activities to serve internal and public access needs.
- Perform additional duties as assigned.

What You Will Need to Be Successful in This Role:

- Knowledge of effective customer service principles and techniques.
- Knowledge of the Salem/Keizer metropolitan area, along with the ability to read maps and rapidly learn to interpret route and schedule information.
- Skill in operating a computer to accomplish word processing and data entry tasks along with standard office equipment.
- Skill in basic arithmetic and ability to make arithmetical computations and tabulations quickly and accurately.
- Knowledge of handling and security procedures for cash and materials having monetary value.
- Communicate both orally and in writing, with other employees and the general public, at the level necessary to satisfactorily perform the duties of the position.
- Deal tactfully with the public and use proficient world-class customer experience techniques to help de-escalate and calm angry or upset customers.
- Present a professional image in person, over the telephone, and in email, as well as act as a positive representative for Cherriots.
- Perform job functions safely.

Education and Experience:

- High school diploma with college-level coursework.
- Candidates with any satisfactory combination of related experience and training that equips them with the required knowledge, abilities, and skills for this position are encouraged to apply. Cherriots reserves the right to determine the equivalences of education and experience.

Special Requirements:

- Bilingual applicants with English/Spanish skills are encouraged to apply.
- Must present Cherriots with a valid Oregon driver's license and maintain a driving record that demonstrates adherence to safety and traffic laws and regulations.
- Successfully pass a background check and an education verification if applicable.

Physical Requirements

- Frequent use of a calculator, phone, printer, computer, and related hardware and software.
- A person must be able to stand, sit, see, hear, talk, use hands to type, handle, or feel tools or controls, and use hands and arms to reach.
- Occasionally lifting or moving up to 30 pounds is also required.

Working Conditions

- Duties are performed in both office and field settings.
- May have prolonged periods of standing or walking.
- Must travel occasionally to attend meetings and conferences.
- Work schedules can vary and will include evenings, Saturdays, and holidays.

To Apply:

Applications are preferred over resumes.

If you have any questions about the application or selection process, or if you require an accommodation at any stage, please contact our Human Resources Specialist at recruitment@cherriots.org or 503-361-7502. They're your go-to resource for anything related to the application process.

To obtain an application:

- Email: Request that an application and recruitment announcement be sent by emailing recruitment@cherriots.org.
- Internet: Download the application in Microsoft Word format (.doc) or Adobe Acrobat format (.pdf) from Cherriots' careers page. <https://www.cherriots.org/careers/>
- Telephone: Request that an application be sent to you by calling the Human Resources Department at 503-588-2424.
- Fax: Request that an application be faxed to the Human Resources Department at 503-361-7532.
- Mail: Request an application via mail.
Cherriots
Attn: HR Specialist, Human Resources Department
555 Court St NE, Suite 5230
Salem, OR 97301

Selection Process:

- The candidate will be notified via email within two weeks of submitting their application regarding the status.
 - Resume review
 - Application review
 - Panel interview
 - Criminal background check



SALEM AREA MASS TRANSIT DISTRICT
Non-Bargaining Benefits
as of 7/1/2025

At time of hire

- **Sick Leave** - 3.70 hours, accrued bi-weekly.
- **Vacation Leave** - Accrued bi-weekly. Accrual schedule starts at:
0-2 years of service | 3.08 hours bi-weekly | 10 days per year
- **10 Paid Holidays per year**
 - New Year's Day
 - Martin Luther King Jr. Day
 - Presidents Day
 - Memorial Day
 - Juneteenth
 - Independence Day
 - Labor Day
 - Veterans Day
 - Thanksgiving Day
 - Christmas Day
- **Health Retirement Account** - HRA VEBA - \$1,500 provided by District annually, prorated contribution at time of hire.
- **Employee Assistance Program (EAP)** - Canopy - Confidential support for life's challenges, including mental health and grief counseling, financial and legal resources, and more. Premium is 100% paid by the District.
- **Universal Bus Pass** - Ride Cherriots buses for free.

Starting the first day of the month following hire date

- **Medical and Prescription Insurance** - PacificSource or Kaiser Permanente - Premium is 100% paid by the District.
- **Vision and Hearing Insurance** - Ameritas/VSP - Premium is 100% paid by the District.
- **Dental Insurance** - Delta Dental / MODA - Premium is 100% paid by the District.

MORE
BENEFITS





SALEM AREA MASS TRANSIT DISTRICT

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After completion of Trial Service

- **Long Term Disability Insurance** - Reliance Standard.
- **Life Insurance, Accidental Death & Dismemberment Insurance** - Reliance Standard.
 - \$50,000 for employee - 100% paid by District.
 - \$2,000 for spouse - 100% paid by District.
 - \$1,000 for dependents - 100% paid by District.
- **Employee Retirement Profit Sharing Plan** - MissionSquare Retirement.
 - The District contributes 5% of employee's earnings, and;
 - The District matches up to 5% of employee 457 contributions.
- **Family Bus Pass** - Eligible dependents ride free.

Voluntary employee funded benefits

- **Voluntary Supplemental Term Life Insurance** - Reliance Standard.
 - Guaranteed issue of \$100,000 for employee, \$20,000 for spouse, and \$15,000 for child(ren).
- **Deferred Compensation Plan** - MissionSquare Retirement.
- **Legal and Identity Protection** - LegalShield and IDShield.
- **Flexible Spending Account (FSA)** - Professional Benefits Services.

NOTE:

This is a summary of benefits provided by Salem Area Mass Transit District for employees and dependents. It should not be construed as full or final information on these benefits, which are subject to change. For complete details and requirements, please refer to Personnel Policies and Contract of Insurance.