

**October 26, 2023**

## **Recruitment Announcement Customer Service Representative**

**Position Pay Range: \$20.96 - \$29.88****Open Until Filled**

### **Who We Are:**

The Salem Area Mass Transit District, known locally as Cherriots, is a successful and highly regarded public transit system. We are a mission-minded, values-driven organization that strives every day to deliver a world-class customer experience. We provide local, regional, and paratransit services throughout Marion and Polk counties. But we're not just about transportation. We're changing lives by increasing access to jobs, shopping, and educational opportunities, along with providing businesses with access to a larger workforce. And we assure people that they will be able to access recreational, social, faith-based, and other activities without the need of a car.

### **About the Role:**

Under the general supervision of the Customer Service Manager, the individual in this position performs customer service tasks, primarily related to providing route and schedule information to customers and selling bus passes. Additionally, the Customer Service Representative participates in outreach events to positively promote the agency and foster a sense of partnership and collaboration between Cherriots and the communities it serves. This position is part-time, averaging 30 hours per week.

### **How You Will Make an Impact:**

- Responds to inquiries regarding bus routing and scheduling, fares, marketing promotions, and other routine rider information at the customer service counter, via telephone, and at the Cherriots public transit facilities.
- Sells bus passes, tickets, and other forms of fares utilizing a cash register. 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 transit sales.
- Maintains an adequate supply of bus schedules and service schedule racks at outlying points within the community.
- Maintains customer lost and found by receiving and logging articles and delivering them to claiming customers.
- Additional duties as assigned.

### **What You Will Need to Be Successful in this Role:**

- High school diploma.
- One year of experience performing face-to-face public contact work in a service-related environment or any satisfactory equivalent combination of related experience and training that provides the required knowledge, skills, and abilities.
- 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.
- Ability to 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.
- Ability to deal tactfully with the public and use proficient world-class customer experience techniques to help deescalate and calm angry or upset customers.
- Ability to present a professional image in person, over the telephone, and in email, as well as act as a positive representative for the District.
- Bilingual, English/Spanish skills are desirable.

### **Special Requirements:**

- No criminal conviction which may, in the sole judgment of the District, constitute a threat to property or the safety of others.

## **Working Conditions:**

- Working environment may range from usual office working conditions to the outdoors and exposure to inclement weather. Work could entail frequent standing and/or walking with exposure to bus noises and fumes. There is also extensive exposure to the general public, including people with disabilities and special needs.
- Work schedules vary and include later evenings, Saturdays, and some holidays.
- Occasionally will need to drive or take the bus to deliver schedules and other materials. If the employee wishes to drive, they must present the District with a valid Oregon Class C driver's license and must maintain a driving record that demonstrates adherence to safety and traffic laws and regulations.

*The above statements are intended to describe the general nature and level of work being performed by employees assigned to this job classification. This description does not include other occasional work that may be assigned that would be similar, related, or a logical assignment to the position.*

**To apply please submit the application to our Human Resources Department.**

Applications may be submitted in person, by email, fax, or mail. Cherriots is not responsible for lost or delayed mail.

Resumes in lieu of the official Cherriots application will not be accepted.

**To obtain an application:**

- ❖ Email: You may request that an application and recruitment announcement be sent to you by emailing [recruitment@cherriots.org](mailto:recruitment@cherriots.org). Application materials will be sent via email.
- ❖ Internet: You may download application materials in Microsoft Word format (.doc) or Adobe Acrobat format (.pdf) from the Salem Area Mass Transit District's careers page. Refer to specific current job opportunities of interest at our website: [Cherriots.org/careers](http://Cherriots.org/careers).
- ❖ Telephone: You may request that an application be sent to you by calling the Human Resources Department at 503-588-2424. Application materials will be sent via email or mail.
- ❖ Fax: You may request that an application be sent to you by faxing the Human Resources Department at 503-361-7532.
- ❖ Mail: You may request an application via mail.  
Cherriots  
Human Resources Department  
555 Court St NE, Suite 5230  
Salem, OR 97301

***Equal Opportunity Employer***

*As an equal opportunity employer, we strive to have a workforce that reflects the community we serve. No person is unlawfully excluded from employment opportunities based on race, color, religion, national origin, sex (including gender identity, sexual orientation, and pregnancy), age, genetic information, disability, veteran status, or other protected class. We are committed to providing reasonable accommodations to applicants and employees who need them because of a disability or practice or in observance of their religion, absent undue hardship.*



SALEM AREA MASS TRANSIT DISTRICT  
**Non-Bargaining Employee Benefits**

as of 7/1/2023

**At time of hire**

- **Medical and Prescription Insurance** - your choice of Regence Blue Cross Blue Shield or Kaiser Permanente - premium is 100% paid by District
- **Vision and Hearing Insurance** - Ameritas - premium 100% paid by District
- **Dental Insurance** - Delta Dental / MODA - premium 100% paid by District
- **Health Retirement Account** - HRA VEBA - \$1,500 provided by District annually
- **Sick Leave** - 2.77 hours, accrued bi-weekly
- **Vacation Leave** - Accrued bi-weekly, accrual schedule starts at:  
0-2 years of service | 2.31 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
- **Employee Assistance Program (EAP)** - Confidential assistance with personal problems
- **Universal Bus Pass** - Ride Cherriots buses for free

- **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 Cherriots buses for free

MORE  
BENEFITS 



SALEM AREA MASS TRANSIT DISTRICT  
**Voluntary Employee-Optional Benefits**  
(Employee Funded)

- **Voluntary Supplemental 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 only a summary of benefits provided by Salem Area Mass Transit District for employees and dependents and should not in any way be construed as the full information on these benefits. For further details and requirements, please refer to Personnel Policies and Contracts of Insurance.