

December 7, 2022

**RECRUITMENT ANNOUNCEMENT
CUSTOMER SERVICE REPRESENTATIVE**

POSITION PAY RANGE:

\$19.96 – \$28.46

PLUS EXCELLENT BENEFITS PACKAGE

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 service, and paratransit service 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, performs customer service tasks, primarily related to providing route and schedule information to customers and selling bus passes. Promotes Cherriots within the community as a positively contributing partner organization in the Salem-Keizer area as well as the surrounding rural communities that we serves.

How You Will Make an Impact:

- Responds to inquiries regarding bus routing and scheduling, fares, marketing promotions and other routine passenger information at the customer service counter, via telephone, and at 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 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 customer.
- Additional duties as assigned.

What You Will Need to Be Successful in this Role:

- High school diploma and 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 which provides 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 persons with disabilities and special needs.

- Work schedules can vary and will include later evenings and Saturdays. Sundays and the holidays will be added in the near future.
- May occasionally have to drive or take the bus to deliver schedule materials. If incumbent wishes to drive, incumbent must present District with valid Oregon Class C Driver's License and must maintain driving record which demonstrates adherence to safety and traffic laws and regulations.

To Apply

Please submit the application to our Administration Office. To obtain an application:

- ❖ 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 opportunity of interest for application materials. Website: Cherriots.org/careers.
- ❖ By Telephone: You may request that an applicant packet be sent to you by calling the Human Resources Department at 503-588-2424. Application materials will be sent via U.S. Mail. Office hours are 8 a.m. to 5 p.m., Monday through Friday.
- ❖ By U.S. Mail: Application materials may be requested via U.S. mail.

Mail to: Salem Area Mass Transit District
Human Resources Department
555 Court St NE, Suite 5230
Salem, OR 97301

OR

Email to: Recruitment@cherriots.org

Resumes in lieu of the original official District application form will not be accepted. Applications may be submitted in person, by email, by fax, or by mail; however, Salem Area Mass Transit District is not responsible for lost or delayed mail.

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 7/1/2022

At time of hire

- **Medical and Prescription Insurance** with your choice of Regence Blue Cross Blue Shield or Kaiser Permanente; premium 100 percent paid by District
- **Vision and Hearing Insurance** with Ameritas; premium 100 percent paid by District
- **Dental Insurance** with Delta Dental-MODA; premium 100 percent paid by District
- **HRA VEBA – Health Savings Account** – \$1000 provided by District annually
- **Employee Assistance Program**
- **Paid Holidays** - *New Year's Day | Martin Luther King Jr. Day | Presidents Day | Memorial Day | Juneteenth | Independence Day | Labor Day | Veterans Day | Thanksgiving Day | Christmas Day*
- **Vacation Leave** - Accrued bi-weekly according to a schedule of years of service, starting at 0-2 years of service | 3.08 hours bi-weekly | 10 days / year
- **Sick Leave** - 3.70 hours, accrued bi-weekly
- **Unused Sick Leave Cash-out at Retirement** - separation based on hours accrued and length of service
- **Universal Bus Pass** - Eligible on date of hire for employees to ride Cherriots buses for free

After six months

- **Long Term Disability Insurance** - Reliance Standard premium 100% paid by District
- **Life Insurance, Accidental Death and Dismemberment Insurance** - Reliance Standard
 - District pays 100% of premium costs
 - \$50,000 Life Insurance Policy for employee; \$2,000 Dependent Life for Spouse; \$1,000 Dependent Life for Children
- **Family Bus Pass** - For eligible dependents to ride Cherriots buses for free

Employee Retirement Plan

- **Profit Sharing Plan**
 - District contributes 5% of employee's earnings, and will automatically match up to an additional 5% of 457 elections, unless waived.

MORE
BENEFITS 



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

- **Voluntary Supplemental Life Insurance**
 - Guaranteed Issue of \$100,000 employee; \$10,000 spouse
- **Deferred Compensation Plan – ICMA Retirement Corporation**
 - Payroll deduction
 - Employee self-contribution
- **LegalShield® and IDShield™**
 - Payroll deduction
- **Cafeteria Plan - Flex Spending Account**
 - Payroll deduction

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.