

Capital Area Rural Transportation System (CARTS)  
Headquarters Office: 5300 Tucker Hill Lane  
Cedar Creek, TX 78612  
www.RideCARTS.com

*CARTS provides transportation services in nine Texas counties surrounding the capital city:  
Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, Travis, and Williamson.*

*CARTS is a public agency, a transportation district.*

## Job Posting

<b>Position:</b> Call Center Agent	<b>Opening Date:</b> January 11, 2018
<b>Wage:</b> \$11.00 per hour	
<b>Work Location:</b> Cedar Creek	<b>Closing Date:</b> February 12, or until filled

**CARTS is seeking applicants with professional phone experience  
and proficiency in diverse computer programs.**

NOTE: The Austin and Cedar Creek office locations are currently CLOSED to the public.

### **Position Summary**

Call Center Agents provide work in three capacities, as Reservationists, Scheduler, and Dispatcher.

### **Work Schedule**

Full-time position; Monday – Friday

Hours are to be determined.

The call center is open from 6:00 a.m. to 8:00 p.m.

### **Wage**

\$11.00 per hour

Full-time employees (40 hours per week) receive medical, dental, and life insurance at no cost.

### **Requirements:**

#### Required and Preferred Qualifications

- High School Diploma or GED preferred
- Computer experience required
- Previous office work experience required
- Previous call center experience preferred
- Previous experience as a dispatcher preferred

## Required Knowledge, Skills, Abilities

### **Knowledge**

- Knowledge of clerical/office procedures and standard office equipment.
- Knowledge of computers including word processing, data entry, and maneuvering in databases and/or spreadsheets.

### **Skills**

- Communication skills with an English Fluency Level of Good both verbal and writing.
- Social skills with ability to communicate and interact with coworkers, Driver personnel and the public under various conditions.
- Problem-solving skills.

### **Abilities**

- Ability to use local or regional geographic knowledge to locate addresses, ability to read maps, and ability to give geographic directions.
- Ability to demonstrate sensitivity to individuals with disabilities, recognizing their needs.
- Ability to adapt to changing work demands and able to handle stress.
- Ability to be detail-oriented (accurate with work details).

## **Summary of Functions and Responsibilities**

### Performs Telephone Work and General Office Duties

- Provides quality customer service by receiving incoming phone calls (high-volume), responding courteously and helpfully, and maintaining a clear and pleasant phone voice at all times; provides information while expediting calls.
- Makes outbound calls including contacting customers to notify them of any adjustments to their scheduled trip.
- Verifies and follows through on processes (such as when solving a scheduling issue or implementing a change request initiated by a customer).
- Maintains confidentiality of all customer information.
- May train others.
- Facilitates the success of the Call Center Department by maintaining a positive work atmosphere, by assisting co-workers when possible, and by proactively and professionally communicating with other employees.
- Forwards customer complaints or issues to the appropriate supervisor in charge.

### Performs Computer Functions and Data Entry

- Collects information and performs data entry.
- Schedules/cancels/amends transit trips via computer following established guidelines; Ensures accurate and adequate timeframes.
- Ensures computer template files are kept accurate with up-to-date information; completes change of address entries.
- Documents actions taken on any computer file edits.

### Performs as a Dispatcher

- Uses radios, telephones, or computer system to contact Driver personnel.
- Dispatches vehicles to appropriate locations; schedules trips; makes route changes.
- Monitors vehicles locations and utilization to coordinate service and schedules.
- Oversees communications; assists Drivers as needed including subcontractor workers.
- Relays messages, information, or instructions to Driver personnel.
- May communicate with customers regarding trips.
- Prepares rosters and manifests.

- Maintains records as needed/required; completes incident reports.
- Advises Drivers about traffic problems, such as construction areas, accidents, congestion, weather conditions, or other hazards.

### **Application Procedure**

- ❖ Obtain a CARTS application:
  - Applications can be printed from: [www.RideCARTS.com/about/employment](http://www.RideCARTS.com/about/employment)
  - The **Cedar Creek location of CARTS is closed** to the public due to construction, please do not visit this location. Applications are available at the CARTS stations in Bastrop, Georgetown, and San Marcos (as well as other locations).
  - An application can be mailed to you by calling 512-505-5671. You may leave a message for an application- please leave a slow and clear message spelling your name, spelling the street address, and include the city and zip code. An application will be promptly mailed to you.
- ❖ Mail your completed CARTS application to:

CARTS  
PO Box 6050  
Austin, TX 78762

faxes are currently being accepted due to the construction  
at our new headquarters location  
FAX: 512-478-1110