

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.

CARTS is an Equal Employment Opportunity employer.

Job Posting

Position: Call Center Agent	Opening Date: November 6, 2019
Wage: \$11.00 per hour	
Work Location: Cedar Creek	Closing Date: November 20, 2019 or until filled

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

Position Summary

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

Work Schedule

Monday – Friday; 9:00a.m. – 6:00p.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

- (1) Obtain a CARTS application.
 - Applications are available at most CARTS stations (including in Bastrop, Cedar Creek, Georgetown, and San Marcos).
 - Applications can be printed from: www.RideCARTS.com/about/employment
- (2) Submit a CARTS application.
 - Mail application to: CARTS
PO Box 6050
Austin, TX 78762
 - Hand deliver application to the CARTS Headquarters office at 5300 Tucker Hill Ln, Cedar Creek, TX 78612.

(faxes are not accepted)

Equal Employment Opportunity (EEO)

All qualified applicants will receive consideration for employment without regard to the person's race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age, disability, genetic information, protected veteran status, or any other characteristic protected by law.