



# Capital Area Rural Transportation System

Headquarters Office  
5300 Tucker Hill Ln  
Cedar Creek, TX 78612

Mailing Address  
P.O. Box 6050  
Austin, TX 78762

*RideCARTS.com*

## Job Posting

**Position: Ticket Agent/Office Clerk Part-time**

**Work Location: Austin**

**Wage: \$12.00 per hour**

**Opening Date: October 6, 2021**

**Closing Date: October 20, 2021**  
or until filled

CARTS provides public 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.**

Part-time; early shift

We are seeking an independent and self-motivated clerical worker for the new Eastside Bus Plaza located at 363 Shady Ln, Austin, TX 78702.

**Position Summary:** The Ticket Agent/Office Clerk provides information and ticket sales to the public and performs general office tasks.

*Essential for the position is the ability to provide quality customer service, a willingness to learn about the transportation services and schedules, and self-sufficiency for sole responsibility of the office.*

**Work Schedule:** Monday–Friday, 6:00 a.m.–10:00 a.m.

**Wage:** \$12.00 per hour with paid time-off (vacation and sick leave)

### Required Qualifications

- High School degree or GED
- Office experience
- Good communication skills
- Good customer services skills
- Computer experience (Windows Office; Word)
- Ability to count money and provide correct change
- Ability to read bus schedules and retain information about routes and services
- Ability to occupy the office on one’s own with competence

## **Summary of Responsibilities/Duties**

- 1) Handle all telephone calls in a courteous manner, and direct to other offices if required to meet caller's needs.
- 2) Greet visitors to the terminal and provide information in a courteous manner.
- 3) Provide information on services and promote CARTS services to the public.
- 4) Receive and safeguard rider fares. Process cash and credit card payments and record transactions.
- 5) Prepare and submit accurate and timely information and reports.
- 6) Receive/send and distribute mail in a timely and accurate manner.
- 7) Communicate necessary information to co-workers and managers.
- 8) Maintain and safeguard all CARTS property and report misuse, destruction or loss immediately.
- 9) Report to supervisor any possible safety risk to visitors or employees.
- 10) Keep the office and lobby clean and tidy.
- 11) Perform clerical work and general office duties.
- 12) Perform other duties as needed.

## **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: [RideCARTS.com/about/employment](http://RideCARTS.com/about/employment)

### *2. Submit a CARTS application*

- Mail application to:  
**CARTS**  
**P.O. Box 6050**  
**Austin, TX 78762**
- Hand deliver application to the CARTS Headquarters office at 5300 Tucker Hill Ln, Cedar Creek, TX 78612, or any of our local offices.

(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.