



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
Work Location: Austin
Wage: \$16.00 per hour
plus benefits

Opening Date: April 11, 2023
Closing Date: April 25, 2023
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.

About this job

CARTS is seeking an independent and self-motivated Ticket Agent.

Essential for this job 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.

Position Summary:

The **Ticket Agent** provides information and ticket sales to the public and performs general office tasks. This position will assist customers with transportation services provided by CARTS, Capital Metro, and Greyhound.

Work Schedule:

This is a full-time position with 40 hours per week.

DAYS: schedule is to be determined; the bus station is open 7 days a week

HOURS: this job will include both shift times below; the shift assigned to a given day is still being determined, once determined the schedule will be a set schedule

Morning Shift: 6:00a.m. - 2:00p.m

Night Shift: 2:00p.m. - 10:00p.m.

Wage:

\$16.00 per hour

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

All employees receive paid time-off- vacation, sick, holiday.

Additional benefits offered, including retirement plan.

Requirements:

- 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 and provide information on various transportation services, bus schedules, and fare costs. Direct to appropriate buses or loading areas.
3. Perform bus ticket sales. Use computer to process transportation reservations. Provide customers with accurate documents/receipts. Reissue or update documents as necessary.
4. Complete baggage check procedures and ensure baggage meets transport requirements; ensure proper identifying (tagging) and processing procedures for such items are conducted.
5. Receive and safeguard rider fares and ticket transactions. Process cash and credit card payments and record transactions.
6. Make public announcements (with or without PA system) to convey information to customers. Update information boards.
7. May communicate with Drivers via two-way radio or phone; monitor radio system to maintain contact with Drivers and provide Drivers with assistance as needed.
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 tidy. Check various areas often, remove trash, collect any stray items found and follow lost-and-found procedures.
11. Complete End-of-Shift report ensuring all supporting documents and deposit information are together.
12. Perform other duties as needed.

Application Procedure

1. Obtain a CARTS application

- Applications are available at most CARTS stations (including in Austin, Bastrop, Cedar Creek, and San Marcos).
- Applications can be printed from: 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.