



Capital Area Rural Transportation System

Headquarters Office
5300 Tucker Hill Ln
Cedar Creek, TX 78612

Mailing Address
P.O. Box 2107
Bastrop, TX 78602

RideCARTS.com

Job Posting

Position: Customer Service Agent

Work Location: Round Rock

Wage: \$16.95 per hour

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

Opening Date: April 7, 2026

Closing Date: until filled

CARTS is a public agency, a transportation district.

CARTS is an Equal Employment Opportunity employer.

Position Summary:

The Customer Service Agent will perform activities in accordance with CARTS standards for providing excellent customer service to the public about transportation.

We are seeking a responsible, independent and self-motivated clerical worker.

Self-sufficiency for sole responsibility of the office is essential.

Work Schedule:

Part-time position; 25 hours per week

DAYS: Monday – Friday

HOURS: 8:30a.m. - 1:30p.m.

Wage:

\$16.95 per hour

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

Job Skills:

- Computer literate with ability to learn ticket sales system
- Problem-solving skills
- Strong customer service and communication skills
- Ability to comprehend time-frames and transportation schedules

Qualities

- Friendly and caring attitude
- Reliable and dependable and honest
- Enjoys helping people, with patience to answer questions

Duties:

- Provide schedule, routing, transfer, and current fare information to customers.

- Sell tickets and handle cash drawers. Follow proper cash handling procedures.
- Answer phone and provide helpful and accurate information.
- Direct passengers to wait locations for departures and connections.
- Check office area for stray and/or lost and found items and processes promptly.
- Ensure the office is clean and organized throughout the day.
- Complete End-of-Shift report ensuring all supporting documents and deposit information are accurate.
- Performs other duties as assigned.
- Follows core standards with all customers.

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

2. Submit a CARTS application

- Mail application to:
CARTS
P.O. Box 2107
Bastrop, TX 78602
- Hand deliver application to the CARTS Headquarters office at 5300 Tucker Hill Ln, Cedar Creek, TX 78612, or a local CARTS office.
- Email application to: jobs@RideCARTS.com

(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.