



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: Customer Service Associate

Work Location: Austin

**Wage: \$16.00 per hour
plus benefits**

Opening Date: February 9, 2024

**Closing Date: February 23, 2024
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.

Position Summary:

The Customer Service Associate will perform activities in accordance with CARTS standards of providing excellent customer service to the public about transportation. Cash handling, safety, on-time performance, ease of use, cleanliness of terminal.

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.

Job Skills:

- Computer literate with keyboarding skills
- Personable and outgoing
- Ability to multitask when terminal is busy.
- Possess strong problem-solving skills.

- Strong customer service and communication skills
- Honest, clean professional appearance and attitude
- Friendly, reliable, dependable, and caring
- Enjoys helping people, with patience to answer questions.
- Team player
- Bilingual language skills are a plus.

Duties:

1. Provide schedule, routing, transfer, and current fare information to customers.
2. Sell tickets and handle cash drawers. Follow proper cash handling procedures.
3. Able to use PA system to convey current information to customers.
4. Answer informational calls and direct customers to the appropriate areas of the terminal to obtain desired services.
5. Informs customer to take tagged baggage to coach side or uses special handling tags as needed.
6. Directs passengers to correct loading gates or areas for departures and connections.
7. Checks station area frequently for stray and/or lost and found items and processes promptly.
8. Ensures the terminal is clean and organized throughout the day.
9. Completes End-of-Shift report ensuring all supporting documents and deposit information are accurate.
10. Performs other duties as assigned.
11. 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/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 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.