

**CENTRAL INDIANA REGIONAL TRANSPORTATION AUTHORITY  
JOB DESCRIPTION**

**POSITION:** Customer Service Specialist / Office Assistant

**REPORTS TO:** Commuter Connect Manager

**DEPARTMENT:** Commuter Connect – CIRTA

**RESPONSIBILITIES:**

The primary role of the Customer Service Specialist – Office Assistant position is to provide excellent customer service to commuters & companies, data entry and administrative needs of the office. This person will also be responsible for answering incoming calls & customer inquiries, processing emergency ride home vouchers and generating automated reports. This position will have regular work hours of 8:00 AM – 5:00 PM, with an unpaid one-hour lunch. Hours may occasionally need to be flexed according to job demands, of evening or weekend events.

**Duties include, but are not limited to:**

- Provide customer service to program participants by phone and email
- Provide detailed transportation planning assistance to incoming calls and emails
- Enter commuter profiles/registrations into RidePro database
- Be the first line for answering all incoming calls
- Generate automated reports on a regular basis, and on an as-needed basis as requested by Manager and additional staff
- Process and reconcile emergency ride home vouchers
- Maintain contact & RidePro databases
- Assist in maintaining Commuter Connect Facebook page
- Help staff community fairs & large employer events where Commuter Connect/CIRTA may have information booths; some events may be during evenings or weekends
- Maintain organization and inventory of office storage room
- Record and report minutes of CIRTA Board Meetings
- Assist other management staff and outreach staff on tasks as needed
- Other duties as assigned by Commuter Connect Manager or CIRTA Executive Director

**MINIMUM REQUIREMENTS:**

- An Associate Degree or higher; or equivalent years of college education or work experience may be substituted
- Minimum of 2 years of experience in office environment providing customer service and administrative support

**Essential Skills and Training:**

- Proficient in Microsoft Office (specifically Outlook, Word, Excel and PowerPoint); and able to quickly learn web-based applications
- Efficient in data entry, ability to analyze data and problem solve
- Effective communication skills
- Able to interact well with people of all backgrounds and be a team player

The availability of this position is contingent upon continued revenue from grants and other sources and employment in this position is at-will.