

TRANSPORTATION CENTER CONCEIRGE

Job Description

Position Title: Customer Service Representative

Department/Location: CCRTA Information Booth, Hyannis Transportation Center

Reports To: Administrator and/or Designee

Primary Purpose: The CCRTA Customer Service Representative serves as one of the Authority's primary points of contact for customers, visitors, transportation partners, and the general public. This position provides accurate, helpful, and timely information regarding CCRTA services and transportation partner services, including Steamship Authority, P&B, and Peter Pan. The position plays an important role in creating a welcoming, professional, and positive customer experience at the Hyannis Transportation Center and through CCRTA's main phone lines.

Essential Duties and Responsibilities

The essential functions or duties listed below are examples of the types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Greet and assist customers in a friendly, professional, and welcoming manner, serving as a positive representative of CCRTA and its transportation services.
- Provide accurate and helpful information regarding CCRTA fixed-route services, Dial-A-Ride Transportation (DART), SmartDART, Boston Hospital Transportation, and Hyannis Transportation Center services. Assist customers with general inquiries about other transportation services available at the Hyannis Transportation Center, including Steamship Authority, P&B, and Peter Pan, to the extent possible, and refer customers to the appropriate provider staff, website, or customer service resources for service-specific or current information.
- Assist customers in understanding schedules, routes, fares, passes, transportation options, and available resources, including customers who may be unfamiliar with CCRTA's system or who require additional assistance.
- Answer CCRTA Administration phone lines and respond to customer inquiries with patience, professionalism, and a strong customer-service focus.
- Sell CCRTA fixed-route passes, including 31-day passes, day passes, single-ride passes, DART passes, and Hyannis Transportation Center parking tickets.
- Identify customer needs and take initiative to provide clear direction, helpful solutions, and appropriate referrals when needed.
- Work independently at the Information Booth and exercise sound judgment in responding to customer questions, routine concerns, and day-to-day operational needs.
- Communicate effectively with CCRTA staff, operating personnel, transportation partners, and other contacts to help resolve customer issues and ensure accurate information is provided.
- Maintain a calm, courteous, and helpful demeanor during busy periods, service disruptions, customer confusion, or challenging interactions.
- Support efforts to improve the customer experience by identifying recurring questions, service gaps, signage needs, communication issues, or other opportunities to strengthen customer relations.
- Perform general office and administrative duties, including data entry, filing, recordkeeping, use of office equipment, and other routine support tasks.
- Navigate CCRTA systems, databases, websites, and web-based programs to obtain and provide accurate information, with training provided as needed.
- Maintain confidentiality, professionalism, and accuracy in all customer and office-related matters.

- Perform other related duties as assigned.

Minimum Qualifications and Requirements

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- High school diploma or GED required.
- Minimum of five years of customer service experience, preferably in a public-facing, transportation, hospitality, municipal, human services, retail, call center, or office environment.
- Demonstrated ability to provide excellent customer service to a diverse public with patience, respect, professionalism, and enthusiasm.
- Friendly, upbeat, and positive demeanor, with a genuine interest in helping people and improving the customer experience.
- Ability to work independently, remain motivated, and take initiative without constant direction.
- Strong interpersonal skills and the ability to communicate clearly and effectively with customers, staff, transportation partners, and the general public.
- Ability to listen carefully, assess customer needs, and provide accurate, helpful, and practical information.
- Ability to remain calm, courteous, and solution-focused when assisting customers who may be confused, frustrated, upset, or unfamiliar with CCRTA services.
- Strong verbal and written communication skills.
- Ability to multi-task and shift between customer assistance, phone coverage, pass sales, office duties, and other responsibilities in a busy public-facing environment.
- Basic Microsoft Office skills, including Outlook, Word, and other standard office programs.
- Ability to learn and navigate databases, web-based programs, websites, and customer information systems with training.
- Strong attention to detail and accuracy, particularly when handling fares, passes, customer information, and service-related inquiries.
- Good organizational skills and the ability to complete assigned tasks in a timely and dependable manner.
- Ability to identify opportunities to improve customer communication, customer relations, signage, information flow, or service awareness.
- Reliable and timely attendance.
- Ability to work cooperatively with a team while also managing assigned responsibilities independently.
- Ability to operate standard office equipment, including telephone systems, computer, printer, copier, scanner, and related equipment.

Physical and Work Environment Requirements: Minimal physical effort is required to successfully perform the essential functions of this job. The position is primarily based at the CCRTA Information Booth and uses a workstation equipped with a telephone, headset, computer, and standard office equipment.

Please submit resume to Kathleen Jensen kjensen@capecodrta.org or mail to PO Box 1988, Hyannis, MA 02601.

Note: This job description does not constitute an employment agreement and is subject to change as the needs of the employer and requirements of the job change.