

MASS TRANSPORTATION AUTHORITY

YOUR RIDE TRANSPORTATION CLERK

SCOPE OF RESPONSIBILITIES:

The Your Ride Transportation Clerk will provide excellent customer service through the performance of job tasks, which will include resolving telephone calls, taking transportation requests and data entry on specialized software; Perform other duties as required.

SUPERVISED BY: SERVICE CENTER MANAGER

PRIMARY RESPONSIBILITIES:

- Respond to telephone inquiries regarding service and take appropriate actions with courtesy and tact
- Enter ride requests on specialized computer software
- Prepare schedules of service according to existing procedures and practices
- File paperwork
- Data Entry
- Perform other duties as assigned

MINIMUM ACCEPTABLE EMPLOYMENT REQUIREMENTS

- High School Diploma or equivalent
- General Clerical Skills
- Computer keyboard skills
- Working knowledge of Microsoft Windows Applications
- Knowledge of traffic codes, rules, and regulations
- Knowledgeable of geography of City of Flint and Genesee County
- Ability to pass a Department of Transportation (DOT) physical and drug screen, criminal and reference checks
- Ability to attend work regularly and work under stressful conditions
- Ability to work in a Team Environment

MINIMUM ACCEPTABLE JOB PERFORMANCE STANDARDS

- Maintain continuous professional attitude, appearance and conduct at all times
- Maintain continuous awareness and concern for the safety and well-being of every passenger
- Maintain constant care in the use of all Mass Transportation Authority equipment and report all defects as they are found
- Wear and maintain prescribed MTA Operator's uniform; maintain a clean, well-groomed appearance at all times

- Comply with all Mass Transportation Authority rules and regulations and contractual requirements
- Punctuality

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Typical of an office environment

WAGE

Full-time: \$9.00 per hour plus benefits OR \$9.00 per hour plus \$218 per month in lieu of benefits

APPLICATION SUBMITTAL:

Applications will be accepted until the position are filled. Apply in person at the MTA Administration Building, 1401 S. Dort Hwy., Flint **OR** any MTA location. Submit resumes to jobs@mtaflint.org. MTA is an equal opportunity employer!

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