

KIPDA
POSITION DESCRIPTION

Class Title: Rideshare Customer Service Technician

Division: Transportation

Supervisor: Alternative Transportation Program Manager

Supervises: None

Class Characteristics: Under direction from the Alternative Transportation Program Manager, the Rideshare Customer Service Technician performs customer service duties and is responsible for the related data and database/s in use with regard to the Alternative Transportation Program; performs related duties as required.

General Duties and Responsibilities

I. Essential

- A. Answers questions submitted to the Ticket to Ride (TTR) Program via telephone and email with regard to transportation options that may fit the caller's/emailer's needs.
- B. Utilizes database software to enter and maintain data from rideshare inquiries via the telephone, website, fax, and mail, including vanpool, carpool, schoolpool, and bikepool, and Emergency Ride Home; uses the database and software to generate ridematching reports which are then emailed or mailed to the commuter.
- C. Tracks daily inquiries and Emergency Ride Home requests for reimbursement for the Alternative Transportation Program; creates a monthly report consisting of this information as well as the number of commuter additions, deletions, changes, and the total number of commuters in the database and how they heard about the program.
- D. With input from the Alternative Transportation Program Manager, develops and maintains criteria for updating and purging the database/s for ridematching. Maintains the information within the database in accordance to the criteria developed for proper database management.
- E. Enters and maintains vanpool data with regard to vanpool members and vanpools in the database. This includes member information, rosters, routes, and schedules.
- F. Enters information from completed Vanpool Passenger Agreements and Member Cancellation forms (may be submitted electronically, via fax, email, through the TTR website, or hard copy) into the database.
- G. Submits driver information upon receiving a completed driver application to the vanpool insurance company; records the approval data and notifies the driver of approval or denial.
- H. Maintains binders with all copies of Vanpool Driver Questionnaires, Driver Agreements, Passenger Agreements, and Member Cancellation forms.
- I. Responsible for regularly updating current membership data, past membership, insurance-approved drivers, past approved drivers, and operating vanpools.
- J. Serves as back-up billing representative for the program in the event of heavy phone calls related to billing, and/or absence of the Vanpool Billing Representative.
- K. Required to coordinate with the Ticket to Ride Marketing Coordinator and/or the Vanpool Billing Representative for customer information, new accounts, verification of information, etc.

- L. Responsible for carrying out tasks as assigned by the Alternative Transportation Program Manager.
- M. Performs other duties as required.

II. **Non-Essential:** None

Training and Experience

Graduation from high school or equivalent supplemented by two years of work experience, preferably in a setting with an emphasis on customer service.

Desired Skills, Knowledge & Abilities:

- People-oriented.
- Able to establish and maintain effective professional relationships with program participants, partnering agencies, local governments, and fellow employees.
- Basic understanding of Transportation Demand Management (TDM) concepts.
- General working knowledge of computers and software applications, including Microsoft Excel, Word, Outlook, and database applications.
- Prior knowledge of data entry and data management.
- Analytical reasoning.
- Excellent organizational skills.
- Must be able to compile data, organize it, and submit it in the form of reports.
- Able to work with little supervision.
- Effective communication skills, both oral and written.
- Able to prioritize workload items and meet deadlines.
- Able to apply general office procedures, practices systems, and equipment as applied to financial operations in terms of deposits.
- Able to prepare financial statements and reports in accordance with predetermined requirements.
- Able to identify problems and propose solutions to those problems.

ADDITIONAL INFORMATION

Equipment

Must be familiar with standard office equipment, such as a computer, copier, telephone, fax machine, etc.

Physical Requirements

Work is performed in a climate-controlled office at a desk in a cubicle setting. Duties may require occasional lifting of objects in excess of 25 pounds (file boxes) and/or driving fleet vehicles.

Analytical Requirements

Duties are largely routine with occasional tasks requiring more analysis and thought. Requires attention to detail in all applications.

Processes

Must occasionally consider various courses of action or deviation from standard procedures in order to complete tasks.

Contacts

This person will have occasional to frequent interaction with the public requiring tact, diplomacy, and professionalism. The person in this position must also possess the ability to interact professionally with Ticket to Ride staff and other KIPDA staff at all levels.

Confidential Information

Regular use of confidential information

Mental Effort

Moderate

Interruptions

Occasional to frequent

Special Licensing Requirements

Must possess and maintain a valid driver's license, and be able to be insured through the vanpool's insurance company.

Instructions

Somewhat general; some aspects of this position are covered specifically, but must also use own judgement frequently.

Availability

Not applicable

Certification Requirements

None

Overtime Provision

Non-Exempt

Additional Requirements

None

Review of Work

Supervisor may review most or all of completed work as needed.

Salary

\$15.00 - \$17.00/hour; pay is commensurate with experience.

To Apply

Email cover letter and resume to kelly.tyra@ky.gov; deadline to apply is until the position has been filled.