



Customer Service Specialist

Topeka Metro offers an excellent benefit package including free employee health insurance, paid-time-off (PTO), paid holidays, and KPERS retirement benefits. The regular full-time shift for this position is Mon. – Fri. 7:00 a.m. – 4:00 p.m. with a starting pay of \$16.88/hour. Applicants must satisfactorily pass a background check and pre-employment drug screen.

General Duties:

- Provide customer service information to the public regarding all transit services by retrieving information from various sources including schedules, software, spreadsheets, and maps.
- Sell bus fare media at Quincy Street Station and prepare bank deposits.
- Provide responsive phone and radio coverage.
- Enter ride requests accurately for paratransit service and contract providers.

Minimum Qualifications:

- Customer oriented with the ability to provide exceptional customer service and communicate effectively and courteously with patience to a diverse group of individuals.
- Ability to learn and efficiently answer public inquiries regarding routes, schedules, and fares.
- Ability to demonstrate and maintain a professional, pleasant, and helpful demeanor towards the public and co-workers.
- Knowledge and familiarity with Topeka streets and landmarks with the ability to read and understand maps.
- Experience using multi-line phone systems, computers, Microsoft Office products, and other office technology equipment with the ability to learn additional software and technology as needed.
- Previous experience in customer service and working with the public.
- Knowledge of basic math skills and cash handling techniques.
- Must have flexibility to work various shifts and overtime when needed
- Bilingual in English/Spanish is highly preferred.
- HS diploma/GED required.

Download an application & characteristic survey at www.topekametro.org under the Careers tab.

Email: resumes@topekametro.org

FAX: (785) 233-3063

Topeka Metro is a Drug Free Workplace.