



JOB DESCRIPTION

JOB TITLE:	Transit Information Officer
FLSA STATUS:	Non-Exempt
REPORTS TO:	Transit System Program Manager
GRADE LEVEL:	2
SALARY RANGE:	\$26,955 - \$30,191
HIRING RANGE:	DOE

ESSENTIAL FUNCTIONS:

The Transit Information Officer (TIO) will be responsible for providing transit and general information services to visitors, commuters, and residents, with an emphasis on preserving and protecting Lake Tahoe. The TIO must be friendly and responsible, with a strong customer service background. The TIO prepares and maintains records and logs and operates a variety of office equipment, to include computers and associated software.

TIOs are located at either the Y Transit Center or at the Explore Tahoe/Stateline Transit Center in South Lake Tahoe to provide assistance to internal and external customers.

POSITION SPECIFIC RESPONSIBILITIES:

- Distribute information to visitors, including maps, brochures, and general information
- Operate electronic cash register for fare media and retail merchandise sales
- Accurately record and document incidents and comments using internal software
- Provide timely written and verbal responses in a courteous, tactful, and effective manner
- Responsible for cash handling, including balancing a cash drawer
- Review and respond to voicemails and emails
- Inventory existing transportation programs; match passengers with appropriate services
- Develop and/or improve customer information and trip planning systems
- Gather information and perform preliminary research into customer service issues
- Processing of operator/dispatch reports as needed
- Additional duties as assigned

KNOWLEDGE/SKILLS:

- A minimum of two years' experience of increasingly responsible customer service, preferably in a transit environment
- High School/GED Diploma preferred
- Project a courteous, patient, helpful, and positive attitude when dealing with individuals of all backgrounds
- Ability to communicate well and maintain a positive work environment
- Comfortable initiating conversations
- Effective listening is essential
- Maintain attention to detail, often in stressful or adversarial situations

- Knowledge of the Tahoe region and surrounding areas, including recreation, environment, and history
- Read a map and provide directions
- Solid understanding of Microsoft Office, experience with dispatching and scheduling software a plus
- Excellent judgment and decision making skills
- Light cleaning required
- Strong organizational skills

ABILITIES:

- Ability to work varied hours and days
- Ability to work independently
- Must be committed to safety

WORKING CONDITIONS/PHYSICAL EFFORT:

Work is performed in a typical office environment. Requires the ability to sit at a desk for long periods of time and intermittently walk, stand, stoop, kneel, crouch and reach while performing office duties; lift and/or move light weights; use hands to finger, handle or feel objects, tools or controls. Must be able to communicate with others, read and write in English, and operate office equipment. Must be able to use a telephone to communicate verbally and a keyboard to communicate through written means, to review information and enter/retrieve data, to see and read characters on a computer screen.

BENEFITS:

District employees receive vacation and employee medical, dental, vision, life insurance and short term disability. The District contributes 8% of employee compensation into a Social Security replacement plan and 4% of employee compensation into a retirement plan. The employee can contribute voluntarily to a 457(b) deferred compensation plan.

APPLICATION PROCEDURE:

Any qualified person interested in this position should submit their application to DeDe Aspero, Tahoe Transportation District, P.O. Box 499, Zephyr Cove, Nevada 89448 or email to daspero@tahoetransportation.org.