

Ventura County Transportation Commission
Job Description

Regional Transit Information Center and Technology Specialist

Definition

Under general supervision, assists in the planning and organization of Regional Transit Information and Technology services provided by VCTC, including providing lead oversight of customer service functions for the Regional Transit Information Center (RTIC) in English and in Spanish; and, day-to-day oversight of VCTC's Regional Transit technologies, including systems related to: fare media, automatic passenger counters, automatic vehicle location and real-time passenger information, and does related work as required.

Distinguishing Characteristics

This single-position classification reports to the Program Manager, Transit Services. It is distinguished from the next higher-level classification in that it performs the day-to-day customer service duties. It is distinguished from the next lower-level classification in that this position provides training and lead direction to others.

Typical and Important Duties

Duties may include, but are not limited to, the following:

- Assists in the coordination, planning and implementation of regional transit information and technology systems, including day-to-day liaison with Ventura County transit operators, vendors, and transit patrons.
- Handles communication with transit operators, vendors and service providers regarding technology service issues and equipment failures with, including training, technical support, extended warranty utilization and the return equipment authorization (RMA) process. Manages requests for service by support providers, including internal VCTC IT and external service providers. Systems include but are not limited to those for regional fare media, automatic passenger counters, automatic vehicle location and real-time passenger information devices and systems (generally referred to as Intelligent Transit Systems or ITS).
- Assists with the development of ridership reports, logs and financial data from related systems and fare revenues channels, including the reporting of month-end financial reconciliations of sales, ridership disbursements and fare media inventory, as well as fare media utilization and ridership data for validation and planning purposes.
- Provides lead support and schedule development for the RTIC staff which is responsible for patrons' questions regarding bus schedules and routes, Real-time Passenger Information (RTPI), Metrolink schedules, fares for regional county and city buses, bus pass information, assisting patrons with reading and navigating fixed route and ADA paratransit, Commuter Assistance, and Guaranteed Ride Home services, Park 'n' Ride, Amtrak, and Metrolink.
- Provides day-to-day staff coverage (e.g., Opening/Closing) for RTIC phone and customer service support (online inquiries, email, etc.).

- Assists walk-in, over the telephone, mail, and online patrons with fare media sales and escalated patron sales issues and related items.
- Handles cash, checks, money orders, purchase orders, and credit-card transactions and receipts; oversees fare-media inventory according to policy; balances cash drawer; processes daily reports, identifies and corrects exceptions; inputs and reconciles daily transactions; maintains log files and accounts for all damaged/defective inventory returned by sales outlets, logs and properly discards.
- Ensures adequate inventory of new fare media, maintains log files and distributes to sales outlets.
- Processes Single Ride Tickets (SRT) for purchase by social service and public agencies to distribute to employees and clients.
- Provides lead direction to customer service staff; oversees the day-to-day activities of the unit; handles difficult customer service issues; and routes more complex complaints to appropriate staff, Transit Services Manager, and/or Transit Specialist.
- Provides new employee and on-going training for other customer service staff; explains and documents procedures; double-checks employee work; has input into the evaluation process.
- Performs a variety of routine office administrative tasks, such as stocking holders with brochures and schedules; maintains accuracy and up-to-date nature of information posted; keeps track of specific inventory, and notifies appropriate staff when re-ordering is necessary.
- Assists, organizes and tracks distribution of transit information such as schedules and brochures to Sales Outlets and identified partner agencies.
- Attends events to market transit programs; coordinates staff; ensures adequate supply of materials.
- Performs special projects as needed.
- Writes and maintains updates to the RTIC operations manual.
- Performs other related duties and responsibilities as assigned.

Experience and Training

Any combination of experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience: Three years' experience in customer service. Fluent in speaking and writing both Spanish and English is required; and multilingual abilities are desirable.

In addition, two years of progressive experience with using and training on Intelligent Transit Systems (ITS) and related fare revenues systems, such as passenger smartcards, point of sale systems, e-ticketing or mobile ticketing is preferred.

Training: Equivalent to graduation from high school. An AA or Bachelor's degree in a relevant subject is preferred.

Job-Related Qualifications

Knowledge of:

- Principles and practices of good customer service.
- Intelligent Transit Systems technologies and fare revenues systems.
- Techniques for dealing effectively with the public, contractors and staff, in person, through written communication and over the telephone.
- Procedures and techniques for proper cash handling.
- Basic arithmetic and usage of MS Office (Word, Excel, etc.) software programs.
- Fundamental of office administrative procedures, including equipment and filing systems.
- Principles and practices of effective writing.
- Correct English usage, spelling, grammar, and punctuation.
- Basic principles of training and employee development.

Ability to:

- Interpret, explain, and follow customer service and transit-related policies and procedures including those applicable to bus pass sales.
- Speak and communicate in Spanish fluently.
- Effectively use computer-based systems and programs.
- Make accurate mathematical computations.
- Balance and reconcile data, and daily sales totals including cash, checks, money orders, purchase orders, credit-card transactions and receipts, and fare-media inventory.
- Lead others.
- Be flexible and patient.
- Maintain composure when dealing with the public in stressful situations.
- Communicate effectively in English and a second language in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Apply a customer service orientation when addressing and resolving complaints and other issues of concern to customers in a tactful and courteous manner.
- Establish and maintain effective relationships with those contacted in the course of the work.
- Represent the Agency effectively in contacts with the public and sales outlet staff occasionally in situations where relations may be difficult or strained.
- Organize own work, set priorities, meet critical deadlines, and follow-up on assignments with a minimum of direction.
- Work in a safe manner adhering to correct Agency safety practices and procedures.
- Maintain confidentiality regarding sensitive information.

Skill in:

- Using a personal computer, ITS, and associated applications.
- Troubleshooting transit technologies.

Licenses and Certificates

All licenses and certificates must be maintained as a condition of employment.

- A valid appropriate California driver's license may be required.
- Maintain a satisfactory driving record.

Special Requirements

Essential duties require the following physical skills, abilities, and work environment:

Physical Skills: Able to use standard office equipment, including a computer and other electronic equipment; arm, hand, finger, wrist, leg, or foot motion repetitively; firmly or lightly grasp items as needed; sit for extended periods; stand, walk, kneel, and maintain sustained posture in a seated or standing position for prolonged periods of time; vision to read printed materials, a computer screen, and to work in a typical office environment; hearing and speech to communicate in person, over the telephone, and to make public presentations; lift and carry 30 pound boxes, files, and materials.

Ability to: Travel to different sites and locations; drive safely to different sites and locations; work protracted and irregular hours and evening meetings or work unusual hours for meeting attendance or participation in specific projects or programs.

Work Environment: Mobility to work in a typical office setting.

Approved:	February 2010
Revision Dates:	January 2022
Former Titles:	Lead Customer Service Representative
Status:	Non-Exempt/Administrative
ADA Review:	
DOT:	No
Physical:	No