

Customer Programs Representative



The Regional Transportation Authority (RTA), located in downtown Chicago, is currently accepting applications for a Customer Programs Representative working in the Mobility Services department.

Under the direction of the Manager, Customer Programs, performs a wide array of customer service and administrative duties including education about RTA fare programs and the transportation provisions of the Americans with Disabilities Act (ADA), customer escalation and ID card inquiries, as well as direct customer contact. Ensures all customer contacts are handled in a respectful and customer friendly manner resulting in problem resolution and high customer satisfaction. Will periodically be assigned to cover various RTA/City of Chicago site locations. Maintains and updates reports related to various program activities. Handles many types of Customer Programs administrative duties.

Responsibilities include but are not limited to:

1. Respond to escalated customer telephone inquiries regarding RTA fare programs and the ADA Paratransit Certification program as well as ID card issues and special requests.
2. Provide detailed program information to callers as well as walk-in customers at the RTA administrative offices and RTA/City of Chicago sites. Research and resolve reports of individual ID card issues and special requests.
3. Respond to messages on various program voice mails, including Fare Programs escalation messages, ADA Paratransit Certification escalation messages, and Spanish voice mails. Respond to messages in a timely manner and according to program procedures.
4. Provide education by phone or in person about RTA fare programs and ADA Paratransit Certification to applicants, their families and/or advocates.
5. All customer contacts are handled in a courteous, respectful, customer friendly manner resulting in high levels of customer satisfaction.
6. Maintain accurate and timely record of customer-related contacts and activities via the Customer Programs databases and call/message logs.
7. Coordinate and accurately enter various in person and mail-in customer applications for RTA fare programs.

Knowledge, skill and abilities equivalent to completion of four years of high school. High school diploma or GED required. Completion of some college coursework; Associate degree desirable. Additional related work experience may be substituted for advanced education. A minimum of two (2) years customer service experience, preferably in-person and telephone work in a challenging, customer service oriented environment. Must possess excellent customer service and communication skills, both verbal and written, and be able to effectively interact with diverse populations. Computer literacy in a Windows environment is required, including Microsoft Office (Outlook, Word, and Excel). Must be highly organized, detail-oriented and able to manage multiple competing priorities and deadlines. Experience working with older adults and individuals with disabilities is helpful.

The RTA offers a competitive compensation and benefits package. The RTA reimburses for travel at the federal rate for mileage reimbursement. Relocation is not available. For more information about the RTA, visit our website at www.rtachicago.com.

Minimum Salary: \$34,000

Please submit a cover letter, resume and salary history to:

Regional Transportation Authority
Human Resources, Attn: 17-CPR
175 W. Jackson, Suite 1650
Chicago, IL 60604

To apply online go to: <https://rtaweb01prd.rtachicago.com/jobposting/?job=198>

An Equal Employment Opportunity/Affirmative Action Employer