

# Fare Programs Specialist



The Regional Transportation Authority (RTA), located in downtown Chicago, is currently accepting applications to fill the **Fare Programs Specialist** position.

Under the direction of the Supervisor, Fare Programs, performs a wide array of customer service duties, which include providing education to older adults and persons with disabilities, and the general public about fixed route transportation options. Functions as the primary point of public contact for the RTA Reduced Fare and Ride Free Programs and other RTA other RTA Customer Programs. Assists with the Reduced Fare and Ride Free application processes. Determines customers' needs and provides information in response to their inquiries, as well as resolving any customer issues. Ensures all customer contacts are handled in a respectful and customer-friendly manner resulting in high customer satisfaction. Provides any back-up support for Division activities.

Responsibilities include but are not limited to:

- Greets and provides assistance to RTA customers and answers questions regarding RTA Reduced Fare, Ride Free, and other programs provided by the RTA, CTA, Metra or Pace. Utilizes a numbering system to serve customers in an orderly manner.
- Provides assistance to applicants, answers inquiries and processes applications, including ID verification and photo processing.
- Coordinates all areas of the Reduced Fare, Ride Free, and ADA replacement permit processes on a daily basis.
- Informs permit holders of the status of their permit being processed and mailed. Updates customer records in the database. Collects fees and processes applications for permit replacements.
- All customer contacts are handled in a courteous, respectful, customer friendly manner resulting in high levels of customer satisfaction.
- Maintains informational material supplies and provides other general office tasks as needed.

Knowledge, skill and abilities equivalent to the completion of four years of high school. High school diploma or GED required. Associates preferred. A minimum of three (3) years of progressively responsible front desk customer service experience. Previous experience working with older adults and people with disabilities as well as diverse populations is preferred. Computer literacy in a Windows environment is required, including, including Microsoft Office (Outlook, Word, and Excel). Demonstrate evidence of effective communication skills – both oral and written. Must be highly organized, detail-oriented, and able to manage multiple competing priorities and deadlines. Bilingual in Spanish is highly desirable.

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](http://www.rtachicago.com).

Minimum Salary: \$40,000

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

Regional Transportation Authority  
Human Resources, Attn: 19-FPS  
175 W. Jackson, Suite 1650  
Chicago, IL 60604

To apply online go to: <https://rtaweb01prd.rtachicago.com/jobposting/?job=226>

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