

Job Title: Customer Service Representative

Requisition ID: 3514

Affiliation: CUPE Transit

Position Type: Temporary Full Time

Fixed Term Duration: Approximately one (1) year

Number of Openings: 1

Bi-weekly Working Hours: 80 hours bi-weekly

Shift/Work Schedule: Monday - Friday

Division/ Branch: Public Works , Transit Services

Job Location: Fort McMurray

Transit Rate: \$41.33

COLA: Bi-Weekly - \$480

Posted (dd/mm/yyyy): 03/05/2025

Closing Date (dd/mm/yyyy): 18/05/2025

Posting Type: Internal and External

GENERAL DESCRIPTION:

Under supervision of the Dispatch and Customer Service Supervisor, Municipal Transit, the Customer Service Representative will deal with a wide variety of transit customer service related inquiries, including inbound phone calls, calls escalated from the communications centre, and other internal departments.

Municipal Transit is a direct customer based service provider in which customer inquiries and complaints require further action and personalized responses in a timely manner. With an ever- increasing number of services, facilities, employees and ridership, the management of customer inquiries and complaints is of utmost importance.

The Customer Service Representative will also oversee the distribution and dissemination of transit customer service information to external outlets such as ticket retailers, libraries, etc.

RESPONSIBILITIES:

- Receives, documents, researches, responds, and provides accurate transit customer service as it relates to transit service issues, complaints, or inquiries in a courteous and professional manner following the procedure for inquiry escalation. Inquiries may come from passengers, elected officials, and/or the public and responses may require immediate response to inbound phone calls, verbal call-backs or written responses.
- Reviews time cards for unionized employees to ensure accuracy.
- Liaises with transit supervisors and managers on escalated response situations.
- Assists with upkeep of transit information.
- Arranges for the regular distribution of transit customer service materials including maps, schedules, and fare information to all transit outlets.
- Arranges for the regular distribution of transit customer service materials and flyers on-board transit fleet, bus shelters, including Conventional Transit (fixed route), and Specialized Transit.
- Coordinates public information displays and represents transit customer service interests in a professional manner at trade shows, university/college orientations, transit service launches, and other internal & external events.
- Assists in conducting customer service satisfaction surveys for internal business units and/or service marketing with external customers.
- Undertakes responsibilities such as faxing, typing customer response letters, and general transit marketing procedures such as authorizing ticket disbursements for non-profit agencies.
- Performs other duties as assigned.

QUALIFICATIONS

KNOWLEDGE, SKILLS, AND ABILITIES:

- Excellent written and oral communication skills.
- Knowledge and training in customer service.
- Proficient in use of information-based technology and software including Word, Windows, Excel, PowerPoint, Outlook and internet/intranet software.
- Ability to enter and maintain data accurately.
- Ability to meet deadlines.
- Demonstrated knowledge of Municipal operations, business unit functions and procedures.
- Proven customer service skills through work or community involvement.
- Willing to assist in a professional, friendly and efficient manner.

EDUCATION AND EXPERIENCE:

- High school diploma or GED equivalent is required.
- Experience in a transit / transportation industry would be considered an asset.

OTHER REQUIREMENTS:

- Submission of a Criminal Record Check.

SAFETY:

As an employee of the Regional Municipality of Wood Buffalo, the incumbent is responsible for understanding and actively participating in the RMWB's health and safety management system, including all policies, practices, procedures, as well as properly utilizing all control measures including the required use of personal protective equipment. All employees must take reasonable care to protect the health and safety of themselves and others, as well as immediately report any concerns, near misses, incidents, and hazardous conditions to their supervisor.

To apply: Please visit our website at jobs.rmwb.ca
Current employees must apply through the internal careers site.
We appreciate the interest of all applicants; however, only those individuals selected for interviews will be contacted. Late applications will not be accepted.