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# Brazos Transit District

## Job Description for Receptionist/Customer Care

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The purpose of this job description is to communicate the responsibilities and duties associated with the position of Receptionist/Customer Care. The following information should be considered a comprehensive description of this position; it should also be noted that some responsibilities and duties might not be specifically addressed. Brazos Transit District fully expects every person to perform any reasonable task or request that is consistent with fulfilling company objectives. BTD recommends that all employees display an ongoing effort to familiarize themselves with the duties and responsibilities of those positions directly above and below their own.

<b>Job Title:</b>	Receptionist/Customer Care
<b>Supervisor:</b>	Deputy CEO/General Manager
<b>Location:</b>	2117 Nuches Lane, Bryan, Texas
<b>FLSA Status:</b>	Non-exempt
<b>Safety Status:</b>	Non-Safety Sensitive
<b>Job Brief:</b>	This job is to perform clerical and data entry duties for Administration.

### Essential Functions

- Answer telephone and greet guests.
- Sales of tickets and passes. Preparation of D-Pass, S-Pass and ADA Paratransit passes for customers.
- Sort and distribute all mail and faxes (incoming and outgoing).
- Maintain common areas (copy room, fax room and coffee room).
- Sort and count daily farebox revenue (in rotation).
- Distribute and collect applications for employment when positions are posted.
- Code invoices for payment.
- Take all customer complaints, which include but are not limited to ADA and Title VI, and send to the correct supervisor.

### Billing Responsibilities

- Print D&R logs, signature logs, and check list.
- Gather paperwork from previous day. Sort by route, separate manifests from signature logs and paperclip to the print out.
- Verify paperwork against checklist and e-mail supervisors regarding missing information.
- Verify signatures against the signature logs and any missing signatures or non-matching information needs to be e-mailed to the appropriate supervisor.
- Keep track of any missing paperwork. When all paperwork is received, scan it and then file.
- Scan all manifests and signature logs.

### General

- Maintain confidentiality of information and Professional Customer/Employee/Supervisor relations.
- Maintain the standards of BTD, including but not limited to the Drug & Alcohol, ADA, EEO, Title VI, Code of Conduct and safety policies and procedures.
- Ability to operate in a constant state of alertness and in a safe manner.
- Additional duties as assigned.

**EMERGENCY RESPONSE/RECOVERY ACTIVITIES** - All employees will be required to work before, during, or after an Emergency. During an Emergency, employees may temporarily be assigned to work and perform duties outside the normal scope of their position, location and work schedule to fit the needs of the County and its citizens.

### **Education and Experience**

Equivalence to a high school education.

- One-year computer experience required
- Must be able to type 40 words per minute.
- Must be familiar with the Windows environment.
- Customer service experience preferred.

**Aptitudes Required** This job requires the following levels of aptitudes:

**Reasoning Development** - must be able to apply with common sense understanding to carry out instructions furnished in written or oral diagrammatic form. Deal with problems involving several concrete variables in or from standardized situations.

**Language** - must be at a level that would normally read at a rate of 120 to 215 words per minute. Must be able to write compound and complex sentences using adjectives. Must be able to speak clearly and distinctly with appropriate pauses and emphasis. Bilingual preferred.

**Math Development** - must be able to add, subtract, multiply and divide.

### **Supervision Received**

Supervision provided when necessary.

### **Work Environment**

Works in normal office environment. Occasional need for exposure to fumes, chemicals, solvents, etc. Rare need to work outdoors, in confined spaces, or exposed to extreme temperatures.

### **Physical Requirements**

- Have constant need (66% - 100% of time) for sitting, finger dexterity, and for typing or writing.
- Have occasional need (1% - 33% of time) for standing, walking, bending, stooping, squatting, grasping, gripping, or for driving or operating equipment.
- Have rare need (less than 1% of time) for climbing stairs, lying down, pushing/pulling, reaching above shoulders, or for climbing ladders.

### **Lifting/Carrying**

- Have frequent need (33% - 66% of time) to lift/carry under 10 pounds.
- Have occasional need (1% - 33% of time) to lift/carry 10-25 pounds.
- Have rare need (less than 1% of time) to lift/carry 26-150 pounds.

### **Other**

Ability to see details and to see beyond arm's length. Ability to hear and speak with other personnel to communicate effectively.

### **Optimum Qualifications**

The successful candidate must meet the aptitude requirements listed in this description. Candidate should have at a minimum good English communication, organizational skills, and be able to provide exceptional customer service. Candidate must be able to read and write English. Candidate must be able to interact with clients in a courteous, pleasant, and helpful manner. Candidate must be able to deal with passengers from diverse backgrounds and individuals with special needs. The employee must work well with other employees and take directions from their immediate supervisor. The employee must be able to work in a fast-paced environment and must have the ability to exercise good judgment and stay calm in emergency situations. Bilingual preferred.

Updated May 2021

Candidate must be available at least one Saturday per year for training purposes.

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I have read, understand and agree to perform the duties as outlined in this job description.

\_\_\_\_\_  
Employee's signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's signature

\_\_\_\_\_  
Date



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## Brazos Transit District

### Applicant Acknowledgement

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I \_\_\_\_\_ acknowledge that I have received a copy of the job description for the Receptionist/Customer Care for Brazos Transit District. I further acknowledge that I have read the job description and have been given the opportunity to ask any questions I may have regarding the duties, both physical as well as mental for this job. Based on the information provided me on the job description, I hereby attest to the following:

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Yes \_\_\_\_\_

I can meet the minimum physical and mental requirements of the job as outlined on the job description.

No \_\_\_\_\_

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Other (Please explain):

  
  
  
  

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Applicant Signature

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Date



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# Brazos Transit District

## Employee Acknowledgement

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I \_\_\_\_\_ acknowledge that I have received a copy of the job description for the Receptionist/Customer Care for Brazos Transit District. I further acknowledge that I have read the job description and have been given the opportunity to ask any questions I may have regarding the duties, both physical as well as mental for this job. Based on the information provided me on the job description, I hereby attest to the following:

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Yes \_\_\_\_\_

I can meet the minimum physical and mental requirements of the job as outlined on the job description.

No \_\_\_\_\_

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Other (Please explain):

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Employee Signature

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Date