



Customer Service Agent

The Bow Valley Regional Transit Services Commission (BVRTSC) is looking to add customer service representatives to our team. We bring mobility to both visitors and residents looking to enjoy the Bow Valley without the use of a private vehicle. We pride ourselves in offering the best customer service possible by providing a dependable and valuable service. Our team members make an impact in our communities every day. They constantly work towards being responsive to our customers, by embracing technology and reacting quickly to transit issues, trends, and solutions.

Job Profile:

Position Summary

Reporting to the Customer Service Supervisor and Manager, Communications and Customer Experience, this is a multi-functional position providing front line customer service support to patrons who visit the customer service desk in person, online, or via the telephone in addition to other projects as assigned. Teamwork and flexibility are key in this position as duties may vary as required from this job description to ensure we are delivering exceptional service.

Responsibilities:

- Provide excellent customer service to meet the needs and expectations of all BVRTSC customers and suppliers, including in-person, telephone, and written communication.
- Conduct over the counter fare product sales and record all product sales.
- Handle cash as per position requirement.
- Perform office opening and closing functions when required, including cash and receipt balancing.
- Write shift summary and incident reports as required.
- Project duties and report preparation as required by the Roam team.
- Other duties as assigned.

Qualifications:

Education (minimum):

- High school diploma or GED is recommended.



Experience:

- Cash handling and reporting.
- General office support duties.
- Customer service-related experience in a tourism environment an asset.
- Familiarity with the Roam public transit service.

Knowledge, skills, and abilities:

- Ability to work both independently and in a team environment.
- Must be able to communicate effectively in oral and written in English.
- Effective telephone and written communication with BVRTSC partners, suppliers, customers, and staff.
- Accurate cash handling and reporting.
- Computer proficiency including Microsoft Office applications (Word, Excel, Outlook, Teams), and the ability to learn proprietary software.

Other Requirements, Conditions:

- Must be legally able to work in Canada (proof will be required).
- Must pass police security clearance (proof required).
- Some light lifting, outside work, and stationary office work,
- Must be able to work flexible hours as required up to 20 hours per week.
- Weekend work may be required.

Proposed Rate of Pay:

\$19.00 - \$20.00 Per Hour

How to Apply:

Please submit your cover letter and resume, via email – careers@roamtransit.com