



## CUSTOMER SERVICE CLERK

JC: CA120

PG: 031

BU: 02 (SEIU)

FLSA: Non-Exempt

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **DEFINITION**

Under general supervision, sells fare media, rents bike lockers, provides information to customers on BART operations and policies; responds to customer complaints, sells railgoods.com company store merchandise, serves the disabled community by receiving and submitting applications for the Regional Transit Connection Discount fare media (Clipper Cards); and performs related duties as assigned.

### **CLASS CHARACTERISTICS**

This class has primary responsibility for providing direct assistance to BART customers in the Lake Merritt Station Customer Services Center or other location(s) and for projecting a positive image of the District to customers and callers. Responsibilities include selling fare media and BART railgoods.com company store merchandise; renting of bicycle lockers; processing applications for youth and senior fare media (Clipper) discount cards and the Regional Transit Connection discount fare media (Clipper card) for persons with disabilities; explaining BART operations and policies; responding to complaints. This class is distinguished from the Customer Services Representative in that the latter has responsibility for higher level customer complaint and comment case handling and implementation of multiple customer service programs and activities designed to enhance the passenger's image of the District. This class is distinguished from the general clerical classes by the amount and type of customer contact.

### **REPORTS TO**

Customer Services Supervisor

**EXAMPLES OF DUTIES** – *Duties may include, but are not limited to, the following:*

1. Greets customers at sales window and provides direct customer service assistance on a variety of BART topics and fare media fare programs.
2. Performs sales transactions using point of sale system, selling fare media, railgoods store merchandise, loads value and other transit passes on Clipper cards, processes bike locker lease payments, sells Bike Link cards and Paratransit Pass booklets and other items.
3. Responds to the full range of customer questions and concerns related to BART operations, including schedules, fares, fare media programs at the Lake Merritt Station Customer Services Center, and system-wide.
4. Receives and processes Senior and Youth fare media (Clipper card) applications.

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5. Assists customers with questions and resolutions of problems over the phone or in person.
6. Provides fare media information; and explains policies, fare media and fares.
7. Performs BART ticket exchanges and accepts ticket refund envelopes to be forwarded to Treasury for processing.
8. Processes railgoods.com orders.
9. Administers bicycle rental program, including maintaining inventory of lockers and keys, processing applications, and preparing requests for refunds; notifying customers of upcoming renewals; and reporting maintenance problems and coordinating locker repairs and relocations.
10. Review and submits applications to the Regional Transit Connection discount fare media (Clipper Card) for persons with disabilities; explains policies and procedures; transmits applicant information to Central Processor; tracks problem applications on behalf of customer.
11. Conducts inventory of BART railgoods.com merchandise.
12. Performs other related duties as needed and assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of dealing with the public in a tactful and effective manner
- Standard office practices and procedures, including record keeping and filing
- Business arithmetic including compilation of basic statistical records
- Basic methods of inventory control

### **Skill in:**

- Performing arithmetic calculations quickly and accurately
- Working with a high level of public contact with a diverse customer base
- Projecting a courteous, patient, helpful and positive attitude when dealing with customers
- Resolving problems for customers who may be distraught
- Evaluating customer complaints and questions and making appropriate responses or referrals for handling
- Operating basic business application software to record and track sales receipts, and inventory
- Handling and making accurate recordation of point of sale (POS) and fare media transactions
- Preparing accurate and complete reports and other brief correspondence
- Maintaining organized and accurate records
- Ensuring adequate fare media and company store merchandise inventory levels
- Establishing and maintaining effective working relationships with those contacted in the course of the work
- Operating standard office equipment, including a computer and point of sale system

## **MINIMUM QUALIFICATIONS:**

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**Education:**

Possession of a high school diploma, GED or recognized equivalent.

**Experience:**

Three (3) years of (full-time equivalent) verifiable general office assistant experience working with a diverse group of people, including the senior and disabled community, providing customer service, explaining rules and regulations to the public, and performing cashier duties. At least one (1) year of experience must have included the use of computerized point of sale and/or inventory control systems.

**Other Requirements:**

Must be able to type accurately at a speed of 30 net words per minute.

Must be able to work off-hour shifts as required.

Must be able to lift boxes weighing up to 50 lbs.

**WORKING CONDITIONS**

**Environmental Conditions:**

Office environment; exposure to computer screens.

**Physical Conditions:**

Requires maintaining physical condition necessary for sitting, standing, or walking for prolonged periods of time.

**BART EEO-1 Job Group:** 6000 – Clerical

**Census Code:** 5410 – Reserv/Transp. Ticket Agents

**Safety Sensitive:** No

**CLASSIFICATION HISTORY**

**Created:** September 1999

**Revised:** November 2022

**Updated:**