



Access Services
PO Box 5728
El Monte, CA 91734
213.270.6000
asila.org

PART TIME CUSTOMER SERVICE REPRESENTATIVE
STARTING RATE: \$13.00 PER HOUR

POSITION

The Customer Service Representative is responsible for handling incoming telephone calls on various company-related topics in a timely and efficient manner. This position provides information on the Access Services program, including and especially the eligibility requirements and process. This position is also responsible for various administrative and clerical duties. This is a part time position for 20 to 30 hours per week, without benefits.

TYPICAL DUTIES

The Customer Service Representative answers all inquiries to the Customer Service Center via telephone and Telephonic Devices for the Deaf (TDD); provides information about Access Services, its programs, and its eligibility requirements and process; in addition this position provides referrals to local Dial-a-Ride and fixed-route systems; and receives complaints and commendations about the service and providers. Enters confidential applicant/rider data into the computer database, assigns Riders Identification Numbers; and prepares and mails information about Access Services, other transportation options, and Eligibility Packets to eligible riders. Responsible for maintaining Rider files, processing complaints and rider no-shows, facilitating rider re-certifications, processing community outreach requests; and preparing and transmitting rider information to Service Providers.

QUALIFICATIONS

Candidates must be bi-lingual in English and Spanish. Must be able to provide courteous, professional service and demonstrate excellent interaction skills with people possessing various disabilities. Excellent problem-solving, written and verbal communication skills are vital, with particular emphasis on sensitivity and awareness while working with the disabled and elderly. Ability to multi-task is essential, as well as the ability to understand Access Services' customer service policies and procedures, and to understand and apply requirements as set forth by the American Disabilities Act of 1990. Computer literate, MS Word, MS Access, and familiarity with routing and scheduling software. Knowledge of basic office procedures. The position may require ability to work rotating shifts, holidays and weekends, sometimes with little or no notice.

EXPERIENCE AND EDUCATION

High school graduate or equivalent; college courses a plus. Minimum of two years experience in providing quality customer service in a call center environment.

EQUAL OPPORTUNITY EMPLOYER

This notice is for information purposes only; it is not intended to be a job description. Position will be posted until position is filled. Please mail resume to: Access Services, Attn: Human Resources, P.O. Box 5728 El Monte, CA 91734, or fax to (213) 270-6051. Resumes may also be e-mailed to hr@asila.org
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