

JOB DESCRIPTION: INFORMATION OFFICER

DEPARTMENT: TRANSPORTATION

CLASSIFICATION: NON-EXEMPT

The Information Officer is responsible for providing transit information to the public, either in person or by telephone.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Answers all incoming calls; greets passengers and provides route information to the general public.
- Open and close Campbell Court; responsible for cooperating with Transportation Supervisors on duty; ensure public compliance with facility regulations.
- Sells transit passes to the general public; maintains cash box and makes daily bank deposits; reconciles cash box with Accounting Department.
- Backs up Information Receptionist as required; fulfilling receptionist responsibilities.
- Assist in cash fare counting twice a week.
- Process and update STAR applications.
- Assist Accounting Department: filing, making parking visor monthly tags, and other duties as required.
- Coordinate with other information officers and receptionist in covering for each other when out on PTO.
- Fulfills all other clerical duties as assigned by Director of Transportation.

REQUIREMENTS:

- Must possess a pleasant telephone manner, and be able to deal with the public in a polite and effective way.
- Must possess good verbal communication skills, and must have general knowledge of the city.
- Must be able to establish and maintain favorable working relationships with employees at all levels.