

Oahu Transit

Services, Inc.

811 Middle Street

Honolulu, HI 96819

Phone: 808-768-9490

JOB OPENING (CUSTOMER SERVICES)



Job Title:	<u>ENTRY INFORMATION CLERK</u>	Section:	<u>Customer Communications</u>
Bargaining Unit:	<u>Office and Administrative</u>	Probationary Pay Rate:	<u>\$2,661.50 per month</u>
Posting Date:	<u>August 09, 2019</u>	Entry Level Pay Rate:	<u>\$2,757.20 per month</u>
Posting No:	<u>64-19</u>	Last Day to Apply:	<u>Friday, August 23, 2019</u>

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Contact the Reasonable Accommodation Team at HR@thebus.org or 808-768-9490

Provide route and schedule information to the public and duties as assigned.

Special Knowledge & Skills:

1. Pleasant speaking voice and fluent in the English language.
2. Must be familiar with the island of Oahu's place and street names and use proper pronunciation of Oahu locations and street names.
3. Must be able to communicate effectively, tactfully and work harmoniously with the general public and fellow employees.
4. Must be computer literate and demonstrate the ability to navigate the Microsoft Windows environment.

Education, Training & Experience:

1. Must be a high school graduate or equivalent.
2. At least two (2) years of business experience preferred.
3. Must be computer literate (will need to demonstrate the ability to navigate the Microsoft Windows environment).
4. Multi-lingual (in addition to English) desirable.
5. Prior call center or customer service experience preferred.

Other Job Requirements & Conditions:

1. Must work shifts and be flexible on scheduling.
2. Position requires work on evenings, weekends and holidays.
3. Must be able to meet standard physical requirements and pass a Company-sponsored drug test.
4. Must have satisfactory work performance and attendance record.
5. Must be a team player.
6. Position requires the ability to handle a high volume of incoming calls, learn all Oahu bus routes, be able to speak on the phone for eight (8) hours a day, sit or stand near the phone throughout the shift, and have the manual dexterity to quickly access printed materials to find the caller's requested information.
7. Will be required to work during times to include but not limited to natural/man-made emergencies, power outages and other times of need.

Apply Online at:
www.thebus.org

(Current Oahu Transit Services, Inc. employees must complete an "Application for Posted Position" form which may be found on the company intranet, or through your department, or Human Resources.)

Oahu Transit Services, Inc., is an Equal Employment Opportunity Employer.