TRANSIT AUTHORITY OF NORTHERN KENTUCKY
POSITION DESCRIPTION

July 2017

Position Title: Information Specialist
Dept. /Division: Communications/Development

Reports to: Assist. Dir. Communications & Development

FLSA Status: Non-Exempt

JOB SUMMARY:

This position is responsible for providing excellent customer service, schedule information and other basic TANK facts and materials to the public in response to telephone and face to face inquiries. Perform various consumer information and clerical duties.

EDUCATION / EXPERIENCE REQUIREMENTS:

- High school diploma or equivalent.
- One year of customer service experience.
- Strong communication and interpersonal skills.
- Initiative.
- Attention to detail.
- Problem solving skills.
- Ability to learn detailed schedule information about TANK bus routes.
- Ability to work cooperatively and be a team player.
- Ability to keep clear and accurate records.
- Computer experience with Word, Excel, Outlook and internet.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Respond to consumer inquiries regarding route and schedule information, as well as, provide information on TANK’s special services and various programs.
- Record all customer feedback in Customer Assistance Software.
- Route incoming calls to appropriate personnel.
- Provide face to face information on our service at various locations including the CTC (Covington Transit Center) and Bus Stop sales outlet.
- Mail schedules and marketing brochures requested by the public.
- Maintain bulletin board in Information Center and communicate with Dispatch regarding any detours or schedule delays.
- Process, log, and store lost and found items according to TANK’s Lost and Found Policy.
- Perform clerical assignments for the Marketing Department or other Departments as needed.
PHYSICAL DEMANDS:

- Sitting and standing for extended periods of time.
- Reaching by extending hands or arms in any direction.
- Finger dexterity required to manipulate objects with fingers such as using a keyboard.
- Correctable ability to see and hear within a normal range.
- Ability to move about the office to obtain files and other objects.
- Lift and carry objects up to 50 pounds.

LICENCES REQUIRED:

- None

SUPERVISORY RESPONSIBILITIES:

- None

INTERNAL & EXTERNAL CONTACTS:

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<thead>
<tr>
<th>TYPE</th>
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<tbody>
<tr>
<td>General Public</td>
<td>Various</td>
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<tr>
<td>Internal Staff</td>
<td>Various</td>
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This job description indicates in general the nature and levels of work, knowledge, skills, abilities and other essential functions (as covered under the Americans with Disabilities Act) expected of an incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required. An incumbent may be asked to perform other duties as required.