

# TRANSIT AUTHORITY OF NORTHERN KENTUCKY

## POSITION DESCRIPTION

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August 2018

Position Title: Information Specialist

Dept. /Division: Communications/Development

Reports to: Information Center Supervisor/Service Manager

FLSA Status: Non-Exempt

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### **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.

### **EDUCATION / EXPERIENCE REQUIREMENTS:**

- High school diploma or equivalent.
- One year of customer service experience.
- Strong communication and interpersonal skills.
- Demonstrates initiative.
- Demonstrates 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:**

- Responds to consumer inquiries regarding route and schedule information, as well as, provides information on TANK's special services and various programs.
- Records all customer feedback in Customer Assistance Software.
- Routes incoming calls to appropriate personnel.
- Provides face to face information on our service at various locations including the CTC (Covington Transit Center) and Bus Stop sales outlet.
- Mails schedules and marketing brochures requested by the public.
- Maintains bulletin board in Information Center and communicate with Dispatch regarding any detours or schedule delays.
- Processes, logs, and stores lost and found items according to TANK's Lost and Found Policy.
- Performs clerical assignments for the Marketing Department or other Departments as needed including but not limited to:
  - Assists with preparation and mailing of Board packets
  - Prepares Birthday and sympathy cards, circulates for signatures, and mails or distributes.
  - Assists Human Resources with preparation and assembly of:
    - Employee Handbooks

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- Information Meeting handouts
- New hire orientation packets
- Supports Bus Stop Sales office as needed including but not limited to:
  - Sells fare media to customers, including phone, mail or internet orders.
  - Performs accounting and reporting/documentation functions as it relates to sales.
  - Assists passengers with information on bus schedules.
  - Keeps office tidy and facilitates cooperation with Metro employees. Works with Metro personnel to promote positive image and joint effort to the public. This includes learning Metro route information and selling passes to their passengers.
  - Answers incoming phone calls.
  - Responds to consumer inquiries regarding route and schedule information, as well as, provides information on TANKS's special service and various programs.
  - Performs other duties as assigned.

### **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 30 pounds.

### **LICENCES REQUIRED:**

- None

### **SUPERVISORY RESPONSIBILITIES:**

- None

### **INTERNAL & EXTERNAL CONTACTS:**

- General Public
- Internal Staff

### **TYPE:**

Various  
Various

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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.*