



**RTC OF SOUTHERN NEVADA**  
Department of Customer Care  
600 S. Grand Central Pkwy, Ste. 350  
Las Vegas, NV 89106  
<http://www.rtcnv.com>

## CUSTOMER CARE AGENT

### SALARY

\$42,660.80 - \$78,457.60 Annually

**\*\*Although there is a salary range for this position, the candidate hired into this position will be hired at the bottom of the salary range.\*\***

**THIS RECRUITMENT IS LIMITED TO THE FIRST 100 COMPLETED EMPLOYMENT APPLICATIONS. ONCE THAT NUMBER OF APPLICATIONS IS REACHED, THIS RECRUITMENT WILL CLOSE WITHOUT NOTICE. THIS RECRUITMENT WILL BE USED TO ESTABLISH AN OPEN COMPETITIVE AND PROMOTIONAL ELIGIBILITY LIST THAT MAY BE USED TO FILL FUTURE VACANCIES OCCURRING IN THIS CLASSIFICATION FOR A MINIMUM PERIOD OF SIX (6) MONTHS. ALL COMMUNICATION WITH APPLICANTS WILL BE VIA EMAIL. APPLICANTS MUST PROVIDE A CURRENT AND VALID EMAIL ADDRESS WHEN APPLYING.**

**OPENING DATE:** 06/03/2021

**CLOSING DATE:** 06/16/2021

### THE POSITION

Serves as shift/location lead worker. Performs a variety of complex operational support and guidance requiring knowledge of all RTC service operations and the ability to perform paraprofessional level of administrative support.

**FLSA STATUS:** Non-Exempt

**Working Conditions:** May work shifts on days, evenings, weekends, and holidays.

### REQUIREMENTS

**Education and Work Experience:** Equivalent to a High School Diploma/GED and three (3) years of full-time customer service experience; one (1) year of which was in a lead position. **Preference may be given to candidates who are bilingual.**

**Background Investigation:** Employment with the Regional Transportation Commission in this position is contingent upon completion of a comprehensive background investigation, including qualifying education/experience verification, social security trace, and a criminal history records check.

### Required Forms:

**1. RTC Application On-Line Profile:** Follow all the instructions on the application to include any education and experience that would qualify you for this position.

**Only the most-qualified candidates will be invited to participate in the examination process.**

Candidates should ensure that they highlight any of the following professional experience they possess on their applications/resumes:

- Ability to communicate in both written and verbal form
- Ability to provide feedback to Customer Care Agents to improve performance via coaching and mentoring techniques
- Ability to handle escalated customer service issues and provide appropriate resolutions
- Demonstrated experience providing customer service to elderly and disabled populations

### PHYSICAL DEMANDS

Physical ability to perform office and related work, including operating computers and office machinery; stamina to sit for extended periods of time; strength to lift and maneuver materials weighing up to 25 pounds; vision to read printed materials; and hearing and speech to communicate in person or over the telephone. Accommodations may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodations.

### EXAMPLE OF DUTIES

Provides lead direction, training and work review to assigned staff; monitor call volume, response time and adjust operations accordingly. Answers inquiries in regard to RTC ADA Paratransit Certification, transportation services, routes, schedules, stop locations, trip planning and fares. Schedules, changes and deletes trip requests per customer input. Analyzes scheduling data to ensure trip selections by Customer Care Agents are most efficient. Utilizes street map directory, computer terminal, other transit information and other reference materials. Operates computer terminal and other standard office equipment required to communicate and assist employees and customers. Acts as point-of-contact for all service contractors and other internal departments. Records and answers more complex/sensitive customer suggestions, requests and complaints; explains service issues and resolutions to customers. Processes escalated complaints and forwards to appropriate authority for investigation and resolution. Investigates and processes refunds related to the RTC Ticket Vending Machines, Mobile technology, etc. Provides additional information and assistance to internal and external customers as required. Maintain records of shift/location activities as required. Provides input to supervisor/manager on staff performance; performs projects and produces daily and monthly reports as assigned. All other duties as assigned.

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:  
<https://www.governmentjobs.com/careers/rtc>

OR  
600 S Grand Central Parkway, Ste. 350 LV, NV 89106

EXAM #21-101350  
SENIOR CUSTOMER CARE AGENT  
JM

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