

United Kingdom Jobs Expertini®

Fares Call Center Representative 732254

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Company: MASHPOINT LLC

Location: Boston

Category: other-general

JobTitle: Fares Call Center Representative

Duration: 2 Month(Possibility ofextension)

Location: BostonMA 02116

JobSummary

Provides information and assistance to customers via telephone email letter chat text and webbased forms. This includes resolving issues related to fares and Charlie Cards. This role is flexible/hybrid.

Duties & Responsibilities

Handle escalations from the Call Center regarding complex issues or difficult customers involving fare related issues.

Research and investigate customer issues using the Customer Administration tool (CAT).

Apply the appropriate solutions in the CAT tool to resolve customer issues.

Assist customers with registration of Charlie cards.

Responsible for knowing client policies and Fare Tariff.

Communicate verbally or in writing the progress of issue resolution.

Provide customers with timely and accurate responses to issues by tracking issues from receipt to completion using the Customer Administration Tool (CAT) and the Client Customer Relations Management System (IRIS/HEAT).

Work with Client departments to research and resolve issues promptly.

Respond to customers with a resolution via letter phone text chat or email.

Utilize CRM (IRIS/HEAT) to ensure issues and inquiries are documented properly and routed to the appropriate departments for resolution.

Identify trends in fare employee service and maintenance issues and report to the appropriate departments.

Reports to the Manager escalated issues related to fares and passes.

Ability to read and understand training materials enforcement policies rules and regulations and safety rules/directives.

Highly organized and detail oriented.

Be available to work all shifts and/or locations as assigned or directed.

Ability to complete and pass the required training program by the end of the probation period.

Performs all other duties and projects that may be assigned.

Minimum Requirements & Qualifications

A high school diploma or GED with three (3) years experience in customer service responding to high call volume of customer inquiries.

Effective organizational time management analytical and multitasking skills.

Strong personal and problem solving skills to be informative patient tactful diplomatic respectful unbiased and ethical.

Excellent customer service conflict resolution reading writing speaking and comprehension skills in English and /or Spanish.

Be available to work shifts Monday Friday between the hours of 6:15 AM 8:00 PM and Saturday Sunday 8:00 AM 4:00 PM.

Ability to use Word Excel or Database Applications.

Substitutions:

An associates degree from an accredited institution with one (1) year related service.

Preferred Experience and Skills:

Previous experience in a call center environment.

Candidates with bilingual and/or multilingual skills.

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