


Position Identification			
Position Title	Front Office Clerk		
Position Replaces			
Position Level	Employee	Position Code	1622
Pay Group	Group 5	Date (last revised)	Feb-21
Supervisor Title	Supervisor, Customer Service Analysis	Sup. Position Code	1660
Additional Requirement	On-Call	N/A	
Division	Operations	Flexible Work Arrangement	N/A

Organizational Description

BC Transit is a provincial crown corporation responsible for the overall planning and delivery for all of the different municipal transportation systems within British Columbia, outside Greater Vancouver.

Our Mission: Delivering transportation services you can rely on

Department Summary

BC Transit's Customer Relations Department plays a crucial role in providing customer service support to our customers. Our team interacts with customers through telephone communication, responds to customer inquiries via email, addressing customer concerns and feedback on social media platforms, as well as in-person through our Reception, Lost and Found and Transit Ambassadors out on the road. Our team of trained professionals manages interactions with customers ensuring their satisfaction.

By collecting feedback from customers, we are then able to analyze trends to gauge customer satisfaction levels and areas of concern. This allows BC Transit the opportunity to identify areas for improvement by making data-driven recommendations to other departments within BC Transit.

Job Overview

Reporting to the Supervisor, Customer Service Analysis, the Front Office Clerk provides a range of administrative and program support services for three key customer service-oriented programs – Reception, Lost and Found and Internal Services.

Key Accountabilities and Expectations

Key Accountability	Expectation
Customer Service	<ul style="list-style-type: none"> • Initial contact for reception, lost and found, internal services; • Responds to customer inquiries via phone, email and in person to provide program information, and update program database information as required • Operates the switchboard and transfer of calls; responds to customer inquiries • Signs in visitors and issues passes, provides face to face customer service • Responsible for managing a large volume of daily mail and courier deliveries in and out while reviewing for information accuracy • Facilitate fare product sales and refunds • Responsible for issuing monthly Taxi Saver coupons to program participants
Inventory and Reporting	<ul style="list-style-type: none"> • Responsibilities can include: managing program area correspondence; tracking packages in and out; sorting, cataloguing and reuniting lost items; ordering and managing stationary inventory • Manage a variety of databases related to the various front office program areas • Organize workload to determine appropriate courses of action and use initiative to complete assignments • Prepare various reports for the Supervisor, Fare Programs and Finance department for monthly reconciliation and audit purposes • Monitors and controls all the stationary inventory, orders as required • Monitor and controls all reception fare product inventory (monthly bus passes, universal tickets, taxi saver coupons)
Additional Duties	<ul style="list-style-type: none"> • Sorts, tracks, and organizes customer personal belongings into lost and found storage • Monitor and controls all lost and found inventory; disposes of unclaimed items as per BC Transit policy guidelines • Coordinates with charity organizations for donation of expired lost and found items • Cross trained in Fare Product duties to provide support or coverage as required. This can include: taking pictures, answering phones, printing employee and ProPASS cards, process weekly batch of taxi saver coupons, and break coverage • Performs related duties in keeping with the purpose and accountabilities of the job

Summary of Qualifications and Job Specific Competencies

Education	<ul style="list-style-type: none"> • Grade 12 Diploma or equivalent
Experience	<ul style="list-style-type: none"> • Six months of experience dealing with the general public, in-person, on the telephone and via email in a customer service focused and fast paced environment • Six months experience with financial transactions/activities (e.g. using Monaris, petty cash reconciliation, checking accuracy of financial documentation etc.) • An equivalent combination of education and experience may be considered
Key job-specific competencies	<ul style="list-style-type: none"> • Excellent verbal and written communication skills with the ability to establish effective relationships with the public, employees and a variety of internal and external stakeholders • Highly organized, detail oriented and an analytical thinker • Professional attitude with the ability to exercise tact and judgement • Ability to diffuse distressed or angry customers on the telephone and in person • Ability to work individually and as part of team • Experience with word processing, spread-sheets, databases and other standard computer applications (e.g. MS Word, Excel, Outlook, PowerPoint) • Experience with records management - electronic and physical files • Able to lift fare product boxes • Experience working in a high volume work environment and being able to manage shifting priorities • Experience working with the public providing information on a variety of programs is preferred • Experience managing time sensitive deadlines and prioritizing concurrent tasks, with limited supervision • Knowledge of the Victoria transit system an asset