



## **Coast Transit Authority**

*We Keep the Gulf Coast Rolling for You!*

Job Title: Security / Customer Service Rep

Job Summary:

This Security / Customer Service Representative position requires occasional supervision and coordination with upper management. As an employee you will be in continual contact with the general public as well as fellow employees. Performing the duties requires independent judgement in most all functions as company policies and procedures are carried out. This position takes a person with strong communication and interpersonal skills. You must be able to handle difficult situations and resolve them in a professional manner.

### Duties of this position:

1. Constant observation of the general public
2. Assistance of CTA riders.
3. Enforcement of the Company Policies and Regulations.
4. Monitoring and appearance of CTA facility
5. Use of video surveillance equipment
6. Reporting of maintenance issues
7. Maintaining literature racks in the facility assigned
8. Completing daily reports
9. Conducting customer surveys
10. Ability to drive a company vehicle
11. Knowledge of CTA routes and schedules

### Education:

- Must have high school education

### Experience:

- You must have 2 years experience in security and or customer relations
- You must have strong oral, written, and communication skills
- You must have an analytical background and the ability to work with a variety of people
- You must have good listening skills and give attention to detail in all work

### Essential functions of the job:

1. Maintain close communications with Department Directors to keep him/her informed of situations
2. Keep order at assigned facility
3. Continual routine patrolling of the assigned facility
4. Enforce the passenger conduct rules
5. Monitor the appearance of the assigned facility
6. Record any incidents that may require attention of CTA management staff

7. Assist CTA passengers with questions about routes, schedules transfers, complaints etc.
8. Review and record any video surveillance events for future reference.

As a condition of employment, you must pass:

- The company Drug and Alcohol screen test and abide by all the drug free work place policies.
- A pre-employment physical (vision included) prior to start date.
- A criminal background check not being convicted of any felony involving weapons, narcotics, theft, bodily injury, threatened injury or fatality.

APPLY IN PERSON from 9:00 a.m. - 4:00 p.m.  
For more information, call 228-896-8080 ext. 206  
EEO/AAP