

## SECURITY / CUSTOMER SERVICE REP

### Job Summary:

This position is in continual contact with the general public as well as fellow employees. The position takes a person with a strong communication and interpersonal skills. You must be able to handle difficult situations and resolve them in a professional manner.

### Essential Functions:

- Maintain close communications with Department Directors to keep them informed of situations.
- Keep order at assigned facility.
- Continual routine patrolling of the assigned facility.
- Enforce the passenger conduct rules.
- Monitor the appearance of the assigned facility.
- Record any incidents that may require attention of CTA management staff.
- Assist CTA passengers with questions about routes, schedules, transfers, complaints, etc.
- Review and record any video surveillance event for future reference.
- Requires a clean driving record.

### Experience:

- Two (2) years' experience in Security and or Customer Relations.
- Strong oral and written communication skills.
- Analytical background and the ability to work with a variety of people.
- Requires good listening skills and ability to provide attention to detail in all work.

### Education:

- Must have a High School Diploma or G.E.D.

Job Type: Part Time  
Pay: Starting at \$11.50 hr.  
Shift: 1pm – 9pm