

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 \$13.00 hr.

Grave Shift 9pm - 5am (32 hours per week)

Receives additional \$1.00 per hr shift differential