

## 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

CTA is an equal opportunity employer. All applicants will be considered for employment without regard to race, color, religion, sex (including sexual orientation and gender identity), national origin, disability, age, veteran's status or any other characteristic protected by law.