

PORTLAND STREETCAR IS HIRING CUSTOMER SERVICE REPS

Portland Streetcar, Inc. is seeking qualified individuals to assist in customer service and data collection work, beginning immediately. The qualified individual(s) will present a background in customer service and interaction, a demonstrated ability to communicate with diverse audiences and references supporting a dependable work ethic.

Job Description:

The Portland Streetcar Customer Service Agent(s) will work directly with Portland Streetcar customers to:

- Provide a safe environment on the streetcar, the platforms and stations, and tracks;
- Increase knowledge about the Portland Streetcar system and service;
- Provide instruction for ticket purchases, large item boarding and related issues;
- Administer customer fare and ridership surveys;
- Provide customer service at special events;
- Report quality control observations and offer suggestions for improvement.

Qualified candidates will demonstrate:

- Knowledge of customer service practices;
- Demonstrated ability to work courteously, respectfully and effectively with diverse audiences, including customers, partners and the general public;
- Ability to establish and maintain effective working relationships with employees, supervisors and the general public;
- Ability to remain calm and maintain a positive outlook in hectic situations;
- Ability to learn basic information about Portland Streetcar, including fare structure and schedule. Ability to understand and follow procedures and directions;
- Availability to work weekdays, evenings, weekends, and holidays. Schedules can be flexible due to classes and other part-time employment;
- Ability to be punctual, dependable and flexible.

To Apply

Send a PDF resume and cover letter to Andrew Plambeck, Public Affairs Manager, at andrew.plambeck@portlandstreetcar.org