

JOB OPENING
(PLANNING & MARKETING DEPARTMENT)



Job Title:	THREE (3) ENTRY INFORMATION CLERKS	Section:	Customer Communications
Bargaining Unit:	Office and Administrative	Probationary Pay Rate:	\$2,005.30 per month
Posting Date:	July 28, 2010	Entry Level/Maximum Pay Rate:	\$2,092.40 per month
Posting No:	55-10	Last Day to Apply:	Tuesday, August 10, 2010

Key Responsibilities for the position:

Provide route and schedule information to the public and duties as assigned.

Special Knowledge & Skills:

1. Pleasant speaking voice and fluent in the English language.
2. Must be familiar with the island of Oahu's place and street names and use proper pronunciation of Oahu locations and street names.
3. Must be able to communicate effectively, tactfully and work harmoniously with the general public and fellow employees.
4. Must be computer literate and demonstrate the ability to navigate the Microsoft Windows environment.

Education, Training & Experience:

1. Must be a high school graduate or equivalent.
2. At least two (2) years of business experience preferred.
3. Must be computer literate (will need to demonstrate the ability to navigate the Microsoft Windows environment).
4. Multi-lingual (in addition to English) desirable.
5. Prior call center or customer service experience preferred.

Other Job Requirements & Conditions:

1. Must work shifts and be flexible on scheduling.
2. Position requires work on evenings, weekends and holidays (including all major holidays).
3. Must be able to meet standard physical requirements and pass Company-sponsored medical examination and drug test.
4. Must have satisfactory work performance and attendance record.
5. Must be a team player.
6. Position requires the ability to handle a high volume of incoming calls, learn all Oahu bus routes, be able to speak on the phone for eight (8) hours a day, sit or stand near the phone throughout the shift, and have the manual dexterity to quickly access printed materials to find the caller's requested information.
7. Will be required to work during times to include but not limited to natural/man-made emergencies, power outages and other times of need.

Apply in person at
OTS Personnel Office
Second Floor
Kalihi - Palama Bus Facility
811 Middle St., Honolulu, HI 96819
OR
Online at www.thebus.org/AboutTheBus/career.asp