



(509) 525-9140 • FAX (509) 525-9142 • www.valleytransit.com

1401 West Rose, Walla Walla, WA 99362

Dear Applicant:

We are seeking a Full-Time Customer Service Representative to provide schedule and route information to the public in person or on the telephone. Assist with trip planning and other administrative duties as assigned.

This packet contains a job description, application, and a voluntary personal information form to complete. If you decide to apply, you will need to provide a complete work history and explain any gaps in employment.

The salary range for this position is \$20.89 to \$25.00 per hour. Information on Valley Transit's benefits package can be found in the attached job description.

Return your completed application to our Main Office at the address above or by e-mail to angie@valleytransit.com. This position is open until closed. Successful applicants will be contacted to proceed to the next level in our hiring process.

Thank you for your interest in Valley Transit employment. We look forward to hearing from you.

Sincerely,

A handwritten signature in blue ink that reads "Melanie Hall". The signature is written in a cursive style.

Melanie Hall
Human Resources Manager



Full-Time Customer Service Representative

Department: Administration
Reports To: Human Resources Manager
FLSA Status: Nonexempt hourly employee

At Valley Transit our Mission is to provide high-quality and efficient public transportation services that are responsive to the needs of our entire community; promoting quality of life and a healthy economy.

Position Summary

Provides schedule and route information to the public in person or on the telephone. Assists customers with trip planning, sells passes and issues reduced fare permits. Assists the Dial-A-Ride Dispatcher by providing trip information and processing trip cancellations. Assists Administration Department staff as required.

Sample Duties and Responsibilities

- Provides bus route and fare information.
- Assists customers with trip planning.
- Provides Dial-A-Ride trip confirmations and cancellations.
- Tracks and reports daily ridership and mileage.
- Assists with the reporting and tracking of accidents and insurance claims.
- Reports and tracks safety and security incidents.
- Maintains accurate inventory of passes.
- Reconciles sales activity with cash register.
- Maintains accurate receipts.
- Processes lost and found items.
- Operates cash register.
- Assists with monitoring radio traffic to communicate with drivers.
- Strives to maintain regular and consistent attendance.

Qualifications

Knowledge of the community. Customer service experience and Spanish speaking preferred. Basic educational background with retail experience is desirable. Minor bookkeeping experience is helpful.

Essential Duties and Responsibilities

- Ability to perform routine tasks repeatedly according to an established set of procedures, sequences or pace.

- Ability to perform basic mathematical operations accurately. Ability to accurately handle money, make change and track sales transactions.
- Ability to read maps, route guides and time tables.
- Ability to clearly communicate with the public in a professional manner.
- Ability to use office equipment such as telephone, computer, copy machine, fax and scanner.
- Ability to understand and follow written and oral instructions.
- Ability to read, write, understand and effectively speak English.
- Perform all applicable safety and health responsibilities as detailed in the Public Transit Agency Safety Plan (PTASP).
- Willingness to perform other duties as assigned, not specifically noted here but related to the position.

Essential Functions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; use hands to grasp or feel; talk and hear. The employee is occasionally required to reach with hands and arms or to bend, stoop and crouch. The employee may be required to lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment usually moderate. Work is performed indoors and is temperature controlled.

Wages & Benefits

Salary Range: \$20.89-\$25.00 per hour, plus longevity Steps: 10yr, 15yr, 20yr.

Valley Transit provides “employee-only” fully paid premiums for medical, dental, life and long-term disability through the Public Employees Benefits Board (PEBB). Qualifying dependents may be enrolled at the employee’s expense, these premiums are determined annually subject to the Employer Contribution Cap and Employer Pooling Assistance. A \$24,000 Basic Life insurance policy is provided through the Washington Counties Insurance Fund. Employer and employee contributions are made to the State of Washington Public Employees Retirement System (PERS). Employees have the option to enroll in the State of Washington Department of Retirement System’s deferred Compensation program. Employees also have the option to enroll in additional benefits which include Employee-Paid Long-Term Disability, Employee-Paid Flexible

Benefits through American Family Life Assurance Company (AFLAC) and additional Employee-Paid Life Insurance coverage through MetLife.

Valley Transit grants annual paid vacation to regular full-time employees which starts at 8 hours per month and increases with continuous employment. All Employees are eligible to accrue Washington Paid Sick Leave at a rate of 1 hour for every 40 hours worked, in addition, full-time employees will accrue Valley Transit Paid Sick Leave at a rate of .02115 per eligible paid hour. Employees will also receive six (6) paid Holidays and three (3) paid Floating Holidays each calendar year. The number of paid Floating Holidays increases with continuous employment.

This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.

1401 West Rose Street
Walla Walla, WA 99362



509-525-9140
www.valleytransit.com

EMPLOYMENT APPLICATION (09-2022)

INSTRUCTIONS

An incomplete application may disqualify you from further consideration. 'SEE RESUME' will not be accepted

Valley Transit is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law. Valley Transit follows the requirements of the "Fair Chance Act", under RCW 49.94. Valley Transit will not inquire about prior arrests and convictions until after determining if an applicant is otherwise qualified for the position for which the applicant applies, except as allowed under RCW 49.94.10.

APPLICANT INFORMATION

Position Applied For:		Wage or Salary desired? \$	
Having reviewed the recruitment announcement and the position description, are you able to perform the essential functions of the position for which you are applying, with or without accommodation?		YES <input type="checkbox"/>	NO <input type="checkbox"/>
Last Name:	First Name:	M.I.:	
Mailing Address:			
City:	State:	Zip Code:	
Phone:	Email:		
Are you authorized to work in the U.S. on an unrestricted basis? YES <input type="checkbox"/> NO <input type="checkbox"/>	Are you over 18 years of age? YES <input type="checkbox"/> NO <input type="checkbox"/>		
Have you ever worked for Valley Transit? YES <input type="checkbox"/> NO <input type="checkbox"/> If YES, provide position(s), date(s) of employment, and why you left Valley Transit.			
Are you related to/in a relationship with any current Valley Transit employee that could result in a conflict of supervision if you were subsequently hired? YES <input type="checkbox"/> NO <input type="checkbox"/> If YES, provide name and relationship with employee(s).			
Are you willing and able to work the following hours and/or days (as required by the position for which you are applying)? Check all that apply.	Full-Time <input type="checkbox"/>	Weekends <input type="checkbox"/>	
	Part-Time <input type="checkbox"/>	Holidays <input type="checkbox"/>	
	Overtime <input type="checkbox"/>	Split Shifts <input type="checkbox"/>	
	Evenings <input type="checkbox"/>	Irregular Hours <input type="checkbox"/>	

EMPLOYMENT REFERRAL SOURCE

How did you learn of this employment opportunity?

MILITARY SERVICE

Branch:	From: (MM/YY)	To: (MM/YY)	Rank at Discharge:
---------	---------------	-------------	--------------------

TRAINING/PROFESSIONAL CERTIFICATION

Please list any training (including the number of hours) you have attended and any professional certifications that are relevant to the position for which you are applying.

EDUCATION

High School:		City, State:
Did you graduate? YES <input type="checkbox"/> NO <input type="checkbox"/>	If NO, do you have a GED/equivalent? YES <input type="checkbox"/> NO <input type="checkbox"/>	
College:		City, State:
Did you graduate? YES <input type="checkbox"/> NO <input type="checkbox"/>	If YES, degree/certification earned: If NO, number of credits earned:	
Other Training/Education:		

EMPLOYMENT HISTORY

Please provide your chronological work and relevant volunteer history for the previous 10 years (do not use "See Resume").

Current or Most Recent Employer:		
Address:		Phone:
Date Started:	Date Left:	Hours Per Week:
Name and Title of Supervisor:		
Description of Duties:		
Reason for Leaving:	May we contact your supervisor? YES <input type="checkbox"/> NO <input type="checkbox"/>	
Previous Employer:		
Address:		Phone:
Date Started:	Date Left:	Hours Per Week:
Name and Title of Supervisor:		
Description of Duties:		
Reason for Leaving:	May we contact your supervisor? YES <input type="checkbox"/> NO <input type="checkbox"/>	
Previous Employer:		
Address:		Phone:
Date Started:	Date Left:	Hours Per Week:
Name and Title of Supervisor:		
Description of Duties:		
Reason for Leaving:	May we contact your supervisor? YES <input type="checkbox"/> NO <input type="checkbox"/>	

Previous Employer:		
Address:		Phone:
Date Started:	Date Left:	Hours Per Week:
Name and Title of Supervisor:		
Description of Duties:		
Reason for Leaving:	May we contact your supervisor? YES <input type="checkbox"/> NO <input type="checkbox"/>	
Previous Employer:		
Address:		Phone:
Date Started:	Date Left:	Hours Per Week:
Name and Title of Supervisor:		
Description of Duties:		
Reason for Leaving:	May we contact your supervisor? YES <input type="checkbox"/> NO <input type="checkbox"/>	
EMPLOYMENT GAPS AND OTHER INFORMATION		
Please explain any gaps of employment and attach additional pages as necessary.		
DISCLAIMER AND SIGNATURE		
<p><i>I certify that the facts set forth in this Employment Application are true and complete to the best of my knowledge. I understand that if I am employed, false statements, omissions or misrepresentations may result in my dismissal. I authorize Valley Transit to make an investigation of any of the facts set forth in this application.</i></p> <p><i>I understand that employment at Valley Transit is "at will," which means that either I or Valley Transit can terminate the employment relationship at any time, with or without prior notice, and for any reason not prohibited by statute. All employment is continued on that basis. I understand that no supervisor, manager or executive of Valley Transit, other than the General Manager has any authority to alter the foregoing. I also understand that this application and all submitted attachments become the property of Valley Transit.</i></p>		
Signature:	signed electronically	Date:
ADDITIONAL INFORMATION		
Please note that contact is made PRIMARILY THROUGH EMAIL, so be sure to check your email often, including your "junk" email to prevent you from missing a communication from Valley Transit regarding your application. Your patience during the selection process is appreciated. Thank you for your interest and best wishes.		



Applicant Voluntary EEO Self Identification Form

Valley Transit is an equal employment opportunity employer. Discrimination in employment is prohibited under Washington State Law, Title VII of the Civil Rights Act of 1974, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act (ADA) of 1990. As an equal employment opportunity employer, Valley Transit is committed to providing a work environment free from any form of discrimination.

For the purpose of effectively implementing Valley Transit's Equal Employment Opportunity Program, we would appreciate your assistance in providing the information listed below. This information will enable Valley Transit to evaluate its recruitment process in light of State and Federal equal employment opportunity laws.

Completion of this form is voluntary.

THIS FORM WILL BE SEPARATED FROM YOUR APPLICATION PACKET PRIOR TO THE APPLICATION SCREENING PROCESS.

Position applying for:

Date:

Name (First, MI, Last):

Gender: Male Female I do not wish to disclose this information

Definitions of race/ethnicity are on the next page (*as defined by the Equal Employment Opportunity Commission*).

Race/Ethnicity Identification Categories (choose one):

White/Caucasian

Black/African American

Native Hawaiian/Pacific Islander

Asian

Hispanic/Latino

American Indian/Alaskan Native

Two or more races

I do not wish to disclose this information

Definitions of Race/Ethnic Categories:

Hispanic or Latino: a person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin regardless of race

White or Caucasian: A person having origins in any of the original peoples of Europe, the Middle East, or North Africa

Black or African American: A person having origins in any of the black racial groups of Africa

Native Hawaiian or Other Pacific Islander: A person having origins in any of the peoples of Hawaii, Guam, Samoa, or other Pacific Islands

Asian: A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian Subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam

American Indian or Alaska Native (not Hispanic or Latino): a person having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment

Two or More Races: All persons who identify with more than one of the above races