



REGIONAL TRANSPORTATION COMMISSION

Planning • Streets and Highways • Public Transportation

Metropolitan Planning Organization

**CUSTOMER SERVICE ASSOCIATE
OPEN COMPETITIVE RECRUITMENT
APPLICATION DEADLINE: 5:00 P.M. FRIDAY, DECEMBER 9, 2022
SALARY RANGE: \$19.23 to \$27.98 depending on qualifications.**

APPLICATION INFORMATION: Please submit application and cover letter by using the following link to the RTC employment application: <https://www.rtcwashoe.com/about/employment-application> no later than 5:00 P.M. Friday, December 9, 2022.

THE REGIONAL TRANSPORTATION COMMISSION (RTC) is seeking a Customer Service Associate. The successful candidate will enjoy working with the public and possess strong communication and attention to detail skills. The incumbent provides customer service to the public through phone, e-mail or face-to-face contact; provides information and responds to inquiries.

Minimum qualifications: High School Diploma or GED; one-year experience providing telephone or face-to-face customer service support to the public in a high pressure, very busy environment; Demonstrated proficiency in required computer software; Experience with county and regional streets and landmarks; OR equivalent combination of education and experience. Spanish and English bilingual skills preferred.

Benefits include: Public Employees' Retirement System – 100% agency paid employee medical, dental, vision, life and long-term disability insurance; generous vacation, sick, and personal leave. Nevada does not have a state income tax, and we do not participate in Social Security.

ABOUT THE PROCESS: Applications will be evaluated to determine those candidates whose background and experience most closely meet the agency's needs. The most qualified candidates will be invited to participate in the next phase of the examination process, a panel interview that may include assessment exercise(s) and/or testing to demonstrate possession of required knowledge, skills and abilities.

Equal Opportunity Employer /
Drug Free Work Place