

United States Jobs Expertini®

Customer Service/Traffic Operations Specialist

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Company: VINCI

Location: Anaheim

Category: construction-and-extraction

ABOUT US

ViaPlus is a global mobility company in the Intelligent Transportation Systems (ITS) market, specializing in revenue and services management solutions for the transportation industry. Our full-featured, single-account back-office technology facilitates the high-volume transactions, customer operations, and data analytics required for seamless multimodal mobility. As a VINCI Highways subsidiary, we are committed to technical innovation and to promoting a positive mobility experience for all. **VINCI Highways**, a VINCI Concessions subsidiary, is a leader in road concessions, operation and mobility services. We design, finance, build and operate motorways, bridges, tunnels, urban roads and mobility services on a network of 4,100 km in 15 countries. VINCI Highways leverages its expertise to deliver the highest performance and safety standards and treat drivers to a positive experience. **VINCI Concessions** is an international player in transport infrastructure. We leverage our integrated model to design, finance, build, operate and maintain some 80 airports, motorways and rail projects in 23 countries, through our subsidiaries VINCI Airports, VINCI Highways and VINCI Railways. We are committed to shared growth with regions and are actively making mobility ever more sustainable, efficient and innovative.

MAJOR DUTIES AND RESPONSIBILITIES

Include the following. Other duties may be assigned. The order of the duties listed does not represent the importance and/or percentage of time dedicated to each duty.

Perform a system check per different workstations to verify all video surveillance system cameras are working, as well as toll collection systems

Constantly check the video monitors to verify and locate vehicle accidents, mechanical breakdowns or dangerous debris in the lanes which could disrupt traffic flow and/or endanger commuters

Monitor the safety and security of CAS and CHP officers as they provide roadside assistance or other required duties

Perform dispatch duties and maintain a 24-hour log which chronicles all calls handled by CAS, including start and end times and the type of service provided

Hourly checks of different workstations to confirm all VSS cameras and toll collections systems are working and to report failing or failed systems to ETTM and coordinate with them for their repair

Record traffic accidents/major incidents as requested, onto DVDs

Prepare monthly reports related to events occurring in the 91 Express Lanes and CAS response times

Performing other required functions associated with the above-listed duties, as well as performing the minimum required number of Initial Image Reviews

SHIFTS

Morning Shift: 5:00 am - 1:30 pm(days may differ)

Afternoon Shift 12:30 pm - 9:00 pm (days may differ)

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Strong Data entry skills

Must be able to organize and write correspondence and memos in a logical/methodical manner

Must have strong language and writing skills

Excellent attendance and punctuality

Enjoy providing prompt and timely service to our clients

Ability to read and comprehend normal instructions, correspondence and memos

Must have clear written and verbal communication skills

Ability to effectively present information in one-on-one situations to customers, clients and other employees of the organization

Ability to apply common sense understanding to carry out detailed written or oral instructions

Ability to deal with problems involving a few concrete variables in standardized situations

Excellent computer skills are required. Knowledge of Microsoft Office program, working knowledge of the Windows computer operating system and experience with other PC-based applications

Ability to accurately prepare reports and log roadway incidents or other events

Accurately relay details in a clear and concise manner, whether on the telephone or the radio in what can be a stressful environment

Demonstrate the ability to cooperate and communicate with coworkers and supervisors

Demonstrate the ability to work independently, follow established company procedures and exercise good judgment

EDUCATION AND/OR EXPERIENCE

High school diploma or general education degree (GED)

At least one (1) year of customer service experience preferred

SUPERVISORY RESPONSIBILITIES

There are no supervisory responsibilities in this position.

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 essential functions. While performing the duties of this job, the employee is regularly required to use hands and reach with hands and arms, hear, and talk. The employee will be working and navigating on a computer. The employee occasionally is required to stand, sit, stoop, kneel, crouch, and walk. The employee may occasionally be required to lift and/or move up to 20 pounds. The work environment is usually moderate to loud.

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