



Anaheim Transportation Network Job Description

POSITION TITLE:	Guest Transportation Assistant
REPORTS TO:	Director of Brand Awareness and Business Development Indirectly Reports to Operations Departmental Staff
DEPARTMENT:	Sales and Marketing
FLSA STATUS:	Non-Exempt
SALARY:	\$15.00/Hourly

Summary:

Under direct supervision, the Guest Transportation Assistant (GTA) is responsible for providing exceptional customer service and direct support in response to inquiries about Anaheim Transportation Network (ATN) services. Provides day to day support to ART guests at Disneyland Main Transportation Center and/or ARTIC. Responsible for surveying, guest loading, crowd control and customer facing customer service tasks.

Essential Duties and Responsibilities:

This list is not intended to be a complete listing of all the job duties required of this position, but to provide information on the general scope of the position.

- Provide customers with necessary information in a courteous, efficient manner, enabling customers to effectively use ATN transportation services; answers all inquiries regarding routes, schedules, fares, ridership- related policies and procedures
- Assist with guest queuing, bus loading, crowd control, and directing guests to desired destinations
- Evaluates and resolves customer concerns, needs and inquiries and directs unresolved customer issues to designated departments or supervisor for resolution
- Operate cash register, process transactions, and produce transaction reports
- Record customer interactions, details of inquiries, complaints, or comments, and resolutions in assigned database
- Conduct surveys and collect data using electronic equipment and tracks guest experiences using methods such as interviews, questionnaires, etc.
- Interface with appropriate departments for prompt and accurate service to customers
- Assist with community outreach events and participates in promoting the company
- Performs other duties as assigned

Qualification Guidelines:

Knowledge, Skills, and Abilities:

- Ability to read, speak, write, and understand English well enough to perform the essential job duties
- Excellent customer service skills
- Ability to work nights, weekends, and holidays
- Ability to manage difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; and responds to requests for service and assistance
- Ability to maintain a friendly demeanor when working under pressure
- Versatility, flexibility, and a willingness to work within constantly changing priorities with



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enthusiasm

- Ability to deal with frequent change or unexpected events and adapt to changes in the work environment
- Demonstrated punctuality by consistently at work and on time and ensures work responsibilities are covered when absent
- Ability to follow instructions and respond to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan
- Ability to communicate effectively, both verbally and in writing
- Ability to understand and follow written and spoken instructions
- Ability to deal directly, face-to-face and on the phone with the public and follow ART's Customer Service policies, standards, and procedures
- Familiarity with Windows-based computer and previous experience with the Microsoft Office suite, preferred but not required
- Ability to provide proof of COVID-19 vaccination or valid medical/religious exemption
- Ability to provide proof of eligibility to work in the U.S.

Equal Employment Employer

Anaheim Transportation Network (ATN) is an Equal Opportunity Employer and does not discriminate against any applicant or employee on the basis of race, color, sex, religion, national origin, age, disability, or any other consideration made unlawful by applicable local, state, or federal laws.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.