

**Enlightened: Beyond Expectation Company is looking to hire a Senior Customer Service Representative for Jersey City.**

**Link to apply:** <https://nlx.jobsyn.org/3bee94e5bc7e4a098d921b582eb3acb6159>

**Job Description:**

Enlightened, Inc. is an award-winning, HUBZone certified, information technology and business solutions company made up of passionate innovators that are focused on delivering business results. We specialize in the following areas: cyber security, software development and integration, and management consulting.

Summary Enlightened, Inc. seeks a Senior Customer Service Center Representative (“SCSR”) for the Port Authority New York New Jersey (PANYNJ) in Jersey City, NJ. The CSR will perform telephone and email-based customer support functions for the Port Authority Trans-Hudson (PATH) SmartLink Card Program.

**Job Type: Full-Time; Mondays thru Fridays, 8:30 AM – 5:00 PM**

**Duties and responsibilities include:**

- Answer all cardholder questions via telephone and email according to SmartLink Program terms and conditions, and cardholder usage policies.
- Maintain a detailed cardholder log organized by cardholder inquiries and call center responses to ensure consistency.
- Register new cardholders according to fare type classification (i.e., senior, employee, retiree, spouse, contractor, and full-fare) .
- Input data from various forms into the central database and SmartLink Website via call center computer workstation.
- Respond to cardholder claims of lost or malfunctioning cards; process card replacement requests; and update central database accordingly.
- Calculate the specific value of a claim to include recording the specific fare product to replace the lost value utilizing the predetermined trips or days’ matrixes.
- Research all cardholder claims from ticket vending machines and ticket dispensers; run associated reports from fare collection system to substantiate claims; and prepare and submit refund/removal requests to Transit Authority Claims.
- Prepare and process card packages to include card envelope, card mailer, program brochure, and other supplemental information.
- Process all new and replacement web orders in accordance with procedures; input web orders into the central database; and complete processing of card packages to include card personalization.
- Assist customers with setting up or editing SmartLink Center Web Accounts.
- Assist customers with all SmartLink Web Account Management activities to include: removing or establishing thresholds; adding or replacing cards to accounts; resetting customer passwords;

searching transaction history and card orders; and updating personal cardholder information as requested.

- Maintain Microsoft Excel spreadsheet for all cards turned into the Center to be destroyed; and update the central database regarding card status, print manifest, and submit to appropriate staff.
  - Assist in the investigation of all incomplete/lost auto-load transactions and provide analysis to supervisory staff to determine resolution.
  - Process product refunds by encoding product using the central database for adding or removing value to Cards. Perform monetary refunds for special circumstances via PATH website, according to refund matrix and established guidelines.
  - Investigate refund requests for service disruptions, multiple deductions, and expired products.
  - Perform a daily review of declined payments for immediate action, including canceling customer automatic replenishment via the website and removing the unpaid product using the central database.
  - Investigate and monitor all incomplete/lost auto-load transactions providing detailed analysis for PATH Supervisor to determine resolution. Update spreadsheets daily.
- Assist the Contractor's Customer Service Center Supervisor with training new hires and other daily tasks, as required.
- Provide accurate analysis of advanced SmartLink Card technical issues, and advise passengers of necessary actions. Assist CSRs with understanding these technical issues for enhanced knowledge of systems.
- Coordinate claims for expiration or reinstatement of pending transactions in the central database .
- Assist with providing timely and accurate responses to passenger email inquiries.

**Minimum Qualifications include:**

- Three (3) years of internet/telephone-based customer service experience in a call center setting.
- High school diploma or equivalent.
- Proficient in computer-based support functions (e.g., data input, application processing, information retrieval from a computerized database, e-filing).
- Proficient in Microsoft Windows-based software applications (including, but not limited to Microsoft Word and Excel)
- Experience with and understanding of electronic payment processing technology for credit cards and pre-paid cards
- Excellent administrative, interpersonal, customer service, conflict management, and communication skills
- Ability to multi-task and quickly learn

**Desired Experience:**

- Local or state transportation agency call center experience
- Knowledge of SmartLink Program and Port Authority PATH policies

Candidates must have the ability to satisfy a background check. This includes work experience, education, credit/financial and criminal history records checks and a physical.