



Laredo Transit Management Inc.  
El Metro

**JOB TITLE:** Para Transit Agent (Part Time)  
**DEPARTMENT:** El Lift  
**REPORTS TO:** Operations Manager  
**APPLICATION PERIOD:** October 16, 2025-Until Filled

**JOB PURPOSE:**

Under the supervision of the Mobility Manager, the part-time Para Transit Agent will be responsible answering customer questions regarding transit services, and recording customers concerns, booking trips, complaints and suggestions. Will also, assist in cashiering and diversified clerical duties, as assigned.

**MINIMUM QUALIFICATIONS:**

- High School diploma or G.E.D.
- Valid Texas Driver License
- One year experience in related field

**SPECIAL KNOWLEDGE, SKILLS AND ABILITIES:**

- Ability to maintain good customer service skills and demonstrate empathy when providing services to the public.
- Ability to gain a working knowledge of El Metro fixed- route and para transit services and explain those services to the public.
- Ability to effectively present information in one-on-one and small group situations to customers, clients and others employees of the organization.
- Ability to understand maps and bus schedules.
- Ability to be on the phone all day.
- Ability to work non- traditional shift hours such as late nights, early morning, weekends, and holidays.
- Knowledge in cashiering procedures.
- Knowledge of Microsoft Office software application: Excel and Word applications.
- Ability to use standard office equipment.
- Ability to respond to the general public complaints in a positive manner.
- Ability to maintain professionalism and quality assurance.
- Ability to project a positive image for the El Lift Dept.
- Ability to read and write. Bilingual skills is required English/Spanish.
- Ability to follow simple oral and written direction.
- Ability to perform other duties as assigned by supervisor.

January 2025

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Provides information regarding bus routes and schedules both telephone and in person.
- Schedules Para Transit trips.
- Sell ticket books.
- Prepares photo identification cards and maintain a file and log.
- Responsible for recording and preparing daily cash deposit.
- Performs clerical duties assigned by supervisor.
- Provides initial telephone screening of potential ADA para transit service clients.
- Send El Metro materials such as para transit service application, notices, marketing materials, etc. as requested by potential clients.

The physical requirement listed in this section include, but are not necessarily limited to, the motor/physical abilities and skills required of this position in order to successfully undertake the essential duties and responsibilities of this position. In accordance with Americans with Disabilities Act (ADA), reasonable accommodation may be made to empower individuals with disabilities to undertake the essential duties and responsibilities of the position.

***Laredo Transit Management, Inc. is an Equal Opportunity/ Affirmative Action Employer and Complies with the Americans with Disability Act (ADA).***

For application, job description or information, please contact us at (956)795-2288