

SPOKANE TRANSIT
POSITION DESCRIPTION

for

RESERVATIONIST - PARATRANSIT

NATURE OF WORK

Position is responsible for maintaining the continuity, efficiency and effectiveness of STA's Paratransit service by scheduling rides. Provide timely, accurate, and courteous customer assistance and information services to the passengers of the Paratransit Division and the general public. Work requires the ability to follow instructions and apply acquired knowledge in responding to inquiries and requests to schedule service. Work requires incumbent(s) to exercise judgment and make decisions within the limits of established policies, procedures and guidelines. Incumbents are expected to exercise patience and discretion in a demanding call center environment. Work involves a large amount of verbal communication, by telephone or TDD, with a diverse group of individuals; attention to detail to prevent errors; good problem solving skills; and the use of modern office equipment, including computer terminals, and telephone systems. Duties are sedentary in nature and are performed under average working conditions.

SUPERVISION

Position is under the direct supervision of the Paratransit Transportation Manager and under the immediate direction of an on-duty or assigned Paratransit Supervisor. Regular and ongoing call monitoring and feedback sessions with direct Supervisor will occur.

ESSENTIAL FUNCTIONS

Receive calls from Paratransit riders and schedule van transportation for STA's Paratransit service including the purchased transportation provider. Provide prompt and courteous customer service to inquiries and requests for system operations information. Work closely with the Paratransit Dispatchers to ensure continuity and efficiency of service.

Example of Duties

Receive and respond to telephone, TDD, email or faxed trip requests for Paratransit system operations information; and accurately schedule Paratransit service requests.

Verify and update passenger identification, address, location and special comments on computer terminal.

POSITION DESCRIPTION

Reservationist - Paratransit Division

Page 2

Look up past history of scheduled trips to confirm patterns and trip times and schedules.

Input/access information into and from Excel spreadsheets.

Advise people who are not eligible of the requirements and assist them in the appropriate method of qualifying.

Cancel or modify trips scheduled on an as needed basis.

Modify and/or schedule standing rides onto run templates.

Schedule trips using the application of conditional eligibilities.

Document the trip requests using the computer system (Trapeze).

Negotiate trip times with customers as needed to balance service supply and demand.

Monitor operating practices and procedures to assure compliance with Spokane Transit rules and regulations.

Receive customer complaints and document to refer to appropriate department personnel for resolution. Screen and forward incoming phone calls to appropriate administrative offices.

Follow and meet the Paratransit Call Flow Guidelines and Criteria.

Perform, with or without accommodation, the above and other related duties and responsibilities as assigned.

Example of Duties

Must be punctual, reliable and maintain regular attendance in order to assure efficient and effective performance of job duties.

MINIMUM REQUIREMENTS

Training and Experience: One year of recent experience as a telephone operator or customer service/assistance representative; or one year of work experience that demonstrates the ability to perform the functions of the position. High school level education or equivalent.

POSITION DESCRIPTION

Reservationist - Paratransit Division

Page 3

Physical Capabilities: The physical activity of this position requires the ability to push, pull, reach, finger, and talk.

Must be able to hear well enough, with or without correction, to receive detailed information through oral communication.

Must have visual acuity to determine color, depth and field of vision.

Must possess basic computer skills with proficiency in Microsoft Excel, Word and Outlook.

SELECTION FACTORS

Ability to rapidly acquire a working knowledge of Spokane Transit and the Paratransit Division.

Ability to rapidly learn the procedures and practices for automated data processing and associated forms and reports.

Ability to learn Spokane Transit's Paratransit service area in order to determine whether an origin or destination address is within the applicable service area.

Ability to effectively work with other employees, supervisory personnel, contractors of STA and the general public.

Ability to be sensitive and respectful to a diverse group of individuals, including the elderly and persons of disability.

Ability to communicate clearly and concisely both verbally and in written form.

Ability to handle and manage stress in a fast moving and demanding environment.

Ability to operate various office equipment, including, but not limited to computers, TDD machine, telephone, copier and FAX machine.

Must ensure a high degree of accuracy for trip reservations.

POSITION DESCRIPTION

Reservationist - Paratransit Division

Page 4

Must maintain professionalism at all times.

Prior call center experience is preferred.

Knowledge of Microsoft Office products.

WAGE

As provided for Reservationist in the labor agreement with AFSCME 3939.

AA/EEO

Spokane Transit is an Equal Employment Opportunity employer.