

Reservationist (Elk Grove Service)

Internal / External

Salary: \$15.65 - \$20.51 hourly
(Plus Excellent Benefits)

Posting Date: April 4, 2019 (Thu)
Filing Deadline: April 17, 2019 (Wed)

Wage Rates are subject to confirmation/modification through the collective bargaining process.

SUPPLEMENTAL QUESTIONNAIRE REQUIRED AT TIME OF APPLICATION

ESSENTIAL FUNCTIONS

-) Answers passenger calls collecting all necessary information for the permissible time period.
-) Provides route, schedule and fare information to current and new passengers as well as for potential passengers on accessing the transportation service and using it effectively.
-) Completes data entry of passenger information for specific trip requests, negotiating requested times where necessary or appropriate.
-) Provides feedback to passengers in the way of follow-up calls as a course of duty or as required by schedule changes.
-) Communicates passenger cancellations in a timely manner to scheduling, dispatch or vehicle operations personnel.
-) Maintains up-to-date passenger records in customer database, making all necessary changes in status client contact information, fare/rider type or other important information.
-) Maintains accurate records and appropriate filing systems.
-) Communicates effectively with operations staff regarding scheduling or passenger issues.

POSITION STATUS

This position will be considered a "termed" position, operating Elk Grove Services, and incumbents should recognize the position could be eliminated if the contract is terminated.

MINIMUM QUALIFICATIONS

Education: Graduation from high school or equivalent.

Experience: One (1) year of Customer Service experience required. Previous call center experience preferred. Previous experience in paratransit scheduling utilizing Trapeze software preferred. Bilingual desirable (understand and speak fluent Spanish). Computer skills required.

Other Requirements: Must have the ability to pass Department of Justice criminal background check; must have a verifiable work history and pass employment reference check.

FILING

The minimum qualifications as stated on this job announcement represent only the basic requirements of the position. Meeting the minimum qualifications does not guarantee that a candidate will be invited to participate in other examination segments of the selection process. An employment application and supplemental questionnaire, as outlined above, are required for this position. Applications, supplemental questionnaires, job announcements, and copies of the complete job description are available at 2810 O Street, Sacramento, CA 95816, or through our website at www.sacrt.com.

Completed employment application and supplemental questionnaire, as outlined above, must be submitted to the Human Resources Department not later than Wednesday, April 17, 2019. RT does not accept late applications regardless of postmark and will not process incomplete applications. **Resumes are not accepted in lieu of an application, but may be included with the application.** For more information on benefits, a summary sheet is available from the Human Resources Department. The Human Resources Department will make reasonable efforts in the recruitment process to accommodate candidates with disabilities. For more information, contact the Human Resources Department at (916) 556-0298.

RT is an Equal Opportunity Employer EOE - Minorities/Women/Disabled/Veterans.

This position falls under the ATU, Local 256 Collective Bargaining Unit

(Supplemental Questionnaire on Reverse Side)

Sacramento Regional Transit District Supplemental Questionnaire

Reservationist (Elk Grove Service)

Final Filing Date: Wednesday, April 17, 2019

The purpose of this Supplemental Questionnaire is to obtain additional job-related information to identify the most qualified applicants to continue in the selection process. Completion of this material is required and your responses must be submitted with your employment application by 5:00 p.m. on the final filing date. **Candidates who do not complete this Supplemental Questionnaire will be eliminated from further consideration.**

Please answer the following questions. Attach answers on a separate sheet of paper and number each item accordingly.

1. Please describe your work experience assisting customers over the phone by providing information. In your response detail your specific job duties, the number of hours per day you spend on the phone assisting customers, the number of years/months, (indicate hours per week), you performed these duties and the employer.
2. Please describe your call center experience. In your response detail the types of phone systems you have used, the number of years/months you performed these duties and the employer.
3. This position employs Full-time and part-time employees. Please indicate your availability.
 - Full-time only (yes or no)
 - Part-time only (yes or no)
 - Either Full-time or Part-time (yes or no)
4. Please indicate if you are bilingual (English/Spanish fluent). (yes or no)