



**SACRAMENTO REGIONAL TRANSIT DISTRICT  
invites applications for the position of:**

## **Reservationist (Elk Grove)**

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**SALARY:** \$16.12 - \$21.13 Hourly

**DEPARTMENT:** Elk Grove Service

**OPENING DATE:** 10/29/19

**CLOSING DATE:** 11/11/19 11:59 PM

**DESCRIPTION:**

Responsible for a variety of customer service duties including answering phones, taking reservations, providing information, and selling passes. Elk Grove Service Area employs Full-Time and Part-Time employees in this position.

**EXAMPLES OF DUTIES:**

- 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.
- Performs other related duties as assigned.

**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:**

**Required Prior Education:**

High School Diploma or equivalent.

**Required Prior Experience:**

One (1) year previous customer service experience. Previous call center experience preferred. Previous experience in paratransit scheduling utilizing Trapeze preferred. Computer skills required.

**Required Licenses and/or Certificates:**

None.

**Required Knowledge:**

- Knowledge of Elk Grove Service Area preferred.
- Basic mathematics preferred.
- Standard office machine usage

**Required Skills & Abilities:**

- Must be able to communicate clearly and concisely in English both orally and in writing.

- Bilingual preferred (able to understand and speak fluent Spanish).
- Ability to work in a fast pace environment.
- Communicate and interact with employees and the public effectively and professionally and maintain a courteous demeanor.
- Possess excellent problem-solving and decision-making skills.
- Able to demonstrate a high customer service commitment.
- Able to effectively deal with difficult people and situations.
- Able to demonstrate professional telephone manners.
- Able to work independently and follow verbal and written instructions.
- Able to learn District's routes, schedules and fare structures and read maps.

**FILING INSTRUCTIONS/SUPPLEMENTAL INFORMATION:**

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 is required for this position. Applications, job announcements, and copies of the complete job description are available through our website at [www.sacrt.com](http://www.sacrt.com).

**A completed employment application must be submitted online not later than Monday, November 11, 2019. RT 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**

**SacRT has a stand alone pension plan which is not part of, nor does it have reciprocity with CalPERS.**

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

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2810 O Street  
 Sacramento, CA 95816  
 (916) 556-0298

Position #2019-00158  
 RESERVATIONIST (ELK GROVE)  
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**Reservationist (Elk Grove) Supplemental Questionnaire**

- \* 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
  - Part-time only
  - Either Full-time or Part-time
  
- \* 4. Please indicate if you are bilingual (English/Spanish fluent).
  - Yes     No

\* Required Question