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# Brazos Transit District

## Job Description for Reservationist

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The purpose of this job description is to communicate the responsibilities and duties associated with the position of Reservationist. The following information should be considered a comprehensive description of this position; it should also be noted that some responsibilities and duties might not be specifically addressed. Brazos Transit District fully expects every person to perform any reasonable task or request that is consistent with fulfilling company objectives. BTB recommends that all employees display an ongoing effort to familiarize themselves with the duties and responsibilities of those positions directly above and below their own.

<b>Job Title:</b>	Reservationist
<b>Supervisor:</b>	Call Center Supervisor
<b>Location:</b>	Call Center Facility, 1759 N. Earl Rudder Freeway, Bryan, Texas
<b>FLSA Status:</b>	Non-exempt
<b>Safety Status:</b>	Safety Sensitive
<b>Job Brief:</b>	The job of Reservationist is to assist in the daily operations of Dispatch by providing quality customer service for BTB.

### Essential Functions

- Answer incoming calls and schedule advance and same day customer trip requests for the entire service area. Route calls to the appropriate party if the call is not for the Call Center.
- Maintain MDT/cellular communication with vehicle operators concerning customers, i.e. cancellations, no shows, pick-ups, etc.
- To the maximum extent possible, ensure vehicle operators stay within the DOT guidelines for hours of service.
- Professionally handle all calls concerning route timing, delays, etc. keeping in mind contractual obligations to various entities.
- Serve as liaison between vehicle operators and all necessary parties in the event of a vehicle mechanical breakdown or a vehicle incident of any type.
- Maintain customer/location records daily, and update as needed, verify pick-up and drop off addresses during each scheduling call. Ensure and maintain ADA compliance
- Be up to date with all BTB Medicaid contract obligations and requirements.
- Serve as liaison between vehicle operators and emergency personnel in the event of an accident.
- Check the appropriate website, keep trips updated, and operators/supervisors informed of any changes.
- Have a pleasant phone manner with a professional manner and properly and calmly respond to problem callers.
- Maintain the standards of BTB, including but not limited to the Drug & Alcohol and safety policies and procedures.
- Become familiar and stay up to date with BTB's program policies and procedures.
- Ability to operate in a constant state of alertness and in a safe manner.
- Become familiar and stay up to date with BTB's service area.
- Maintain all records of vehicle changes.
- Be familiar with all ADA compliance in regards to scheduling, fares, and other regulations.
- Maintain communications with operators/supervisors and fix/update geocoding or directional errors as reported.
- Make sure that each client is provided with the correct information regarding BTB's services: fare information, trip booking information and send information request to Call Center Supervisor when client

- requests additional information (such as a Rider's Guide).
- Check and enter every new client and location address and double check with public maps for accuracy.

**EMERGENCY RESPONSE/RECOVERY ACTIVITIES** - All employees will be required to work before, during, or after an Emergency. During an Emergency, employees may temporarily be assigned to work and perform duties outside the normal scope of their position, location and work schedule to fit the needs of the County and its citizens.

### **General**

- Maintain confidentiality of information and Professional Customer/Employee/Supervisor relations.
- Maintain the standards of BTD, including but not limited to the Drug & Alcohol, ADA, EEO, Title VI, Code of Conduct and safety policies and procedures.
- Ability to operate in a constant state of alertness and in a safe manner.
- Additional duties as assigned.

### **Education and Experience**

Equivalence to a high school education.

- One-year computer experience required
- Must be able to type 40 words per minute.
- Must be familiar with the Windows environment.
- Customer service experience preferred.

**Aptitudes Required** This job requires the following levels of aptitudes:

**Reasoning Development** - must be able to apply with common sense understanding to carry out instructions furnished in written or oral diagrammatic form. Deal with problems involving several concrete variables in or from standardized situations.

**Language** - must be at a level that would normally read at a rate of 120 to 215 words per minute. Must be able to write compound and complex sentences using employing adjectives. Must be able to speak clearly and distinctly with appropriate pauses and emphasis.

**Math Development** - must be able to add, subtract, multiply and divide.

### **Supervision Received**

Daily Supervision.

### **Work Environment**

Works in normal office environment. Occasional need for exposure to fumes, chemicals, solvents, etc. Rare need to work outdoors, in confined spaces, or exposed to extreme temperatures.

### **Physical Requirements**

- Have constant need (66% - 100% of time) for sitting, finger dexterity, and for typing or writing.
- Have occasional need (1% - 33% of time) for standing, walking, bending, stooping, squatting, grasping, gripping, or for driving or operating equipment.
- Have rare need (less than 1% of time) for climbing stairs, lying down, pushing/pulling, reaching above shoulders, or for climbing ladders.

### **Lifting/Carrying**

- Have frequent need (33% - 66% of time) to lift/carry under 10 pounds.
- Have occasional need (1% - 33% of time) to lift/carry 10-25 pounds.
- Have rare need (less than 1% of time) to lift/carry 26-150 pounds.

### **Other**

Updated October 2020

Ability to see details and to see beyond arm's length. Ability to hear and speak with other personnel to communicate effectively.

**Optimum Qualifications**

The successful candidate must meet the aptitude requirements listed in this description. Candidate should have at a minimum good English communication, organizational skills, and be able to provide exceptional customer service. Candidate must be able to read and write English. Candidate must be able to interact with passengers in a courteous, pleasant, and helpful manner. Candidate must be able to deal with passengers from diverse backgrounds and individuals with special needs. Candidate must work well with other employees and take directions from their immediate supervisor. Candidate must be in good physical condition. Candidate must have the ability to exercise good judgment and stay calm in emergency situations. Bilingual preferred.

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I have read, understand and agree to perform the duties as outlined in this job description.

\_\_\_\_\_  
Employee's signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's signature

\_\_\_\_\_  
Date



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# Brazos Transit District

## Applicant Acknowledgement

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I \_\_\_\_\_ acknowledge that I have received a copy of the job description for the Reservationist for Brazos Transit District. I further acknowledge that I have read the job description and have been given the opportunity to ask any questions I may have regarding the duties, both physical as well as mental for this job. Based on the information provided me on the job description, I hereby attest to the following:

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Yes \_\_\_\_\_

I can meet the minimum physical and mental requirements of the job as outlined on the job description.

No \_\_\_\_\_

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Other (Please explain):

  
  
  

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Applicant Signature

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Date



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# Brazos Transit District

## Employee Acknowledgement

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I \_\_\_\_\_ acknowledge that I have received a copy of the job description for the Reservationist for Brazos Transit District. I further acknowledge that I have read the job description and have been given the opportunity to ask any questions I may have regarding the duties, both physical as well as mental for this job. Based on the information provided me on the job description, I hereby attest to the following:

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Yes \_\_\_\_\_

I can meet the minimum physical and mental requirements of the job as outlined on the job description.

No \_\_\_\_\_

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Other (Please explain):

  
  
  

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Employee Signature

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Date