



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

Paratransit Reservation Specialist

SALARY: \$16.60 - \$21.76 Hourly
DEPARTMENT: Paratransit Operations (SacRT GO)
OPENING DATE: 03/13/20
CLOSING DATE: Continuous
RECRUITMENT TYPE: Internal/External

DESCRIPTION:

***This wage rate is tentative and subject to confirmation through pending collective bargaining.**

The purpose of this position is to provide timely, accurate, and courteous customer assistance and information services to the passengers of the Paratransit Department and the general public. This position exercises responsibility for the receipt and computerized recording of trip requests and cancellations from customers, and for ensuring that the information is provided to the appropriate scheduling, dispatching, and/or driving staff in a timely manner. This position is responsible for a variety of customer service duties including answering phones, taking reservations, providing information, and performing a variety of clerical and record keeping functions related to transportation programs supported by the Paratransit Department. Incumbents are expected to exercise patience and discretion in a demanding call center environment.

EXAMPLES OF DUTIES:

This is a general listing of job functions and does not represent a complete listing of the positions responsibilities.

- Receives and responds to trip requests for Paratransit system operations information; and accurately schedule Paratransit service requests.
- Answers passenger calls collecting all necessary information for the permissible time period.
- 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.
- Cancels or modifies trips scheduled on an as needed basis.
- Negotiates trip times with customers as needed to balance service supply and demand.
- 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, rider type or other important information.
- Maintains accurate records and appropriate filing systems.
- Communicates effectively with Paratransit operations staff regarding scheduling or passenger issues.
- Advises people who are not eligible of the requirements and assist them in the appropriate method of qualifying.
- Monitors Paratransit operating practices and procedures to assure compliance with Sacramento Regional Transit District.
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Education and Experience:

High School Diploma or equivalent.

One (1) year previous customer service experience. Previous call center experience preferred. Computer skills are required. Previous experience in Paratransit scheduling preferred.

Required Licenses and/or Certificates:

None.

FILING INSTRUCTIONS/SUPPLEMENTAL INFORMATION:

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 is required for this position. Applications, job announcements, and copies of the complete job description are available through our website at www.sacrt.com.

Completed employment application as outlined above, must be submitted online. 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.

This position falls under the Amalgamated Transit Union.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.sacrt.com/Career/>

Position #2020-PARARESVMAR20
PARATRANSIT RESERVATION SPECIALIST
YH

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

Paratransit Reservation Specialist 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.
- * Required Question