



## Job Description

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**Job Title:** Bilingual Reservationist

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**Work Location:** Terrell, TX

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**Division/Department:** Operations

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**Reports to:** Operations Manager

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**FLSA Status:**  Full-time  Exempt  
 Part-time  Nonexempt

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**Salary Grade:** Hourly - Bi/Weekly

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### Job Summary:

The Reservationist for STAR Transit is responsible for booking, scheduling, and routing all the trips pertaining to the transit system. This person helps to ensure safe, cost effective and convenient transportation to the general. Represent STAR Transit in the most ethical manner to maintain the high standards of the agency.

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### Structure:

- Work 40 hours a week. Monday – Friday between the hours of 8:00am and 4:00pm.
  - May work excess of 40 hours when approved by manager. For holiday or shift coverage. Hours may be before or after normal business hours.
  - Benefits include medical, dental, vision, life insurance as defined in employee handbook.
  - Time off includes vacation, paid time off, birthday and holiday's as defined in employee handbook.
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### Essential Duties and Responsibilities Include:

- Plans trips in accordance with STAR Transit policy to achieve maximum efficiency and safety.
- Coordinates proper scheduling of transportation trips throughout each of the service areas.
- Maintain a thorough knowledge of Novis software.
- Participate in all required management and department meetings/conferences/workshops, etc. as required.

- Possess proper and courteous phone etiquette.
- Take, schedule, and coordinate all incoming client calls.
- Keep communication with visitors and the public tactful and courteous.
- Operate computer and printer.
- Maintain a positive attitude and commitment to STAR Transit.
- When needed translate documents for the Chief Communications Officer.
- Perform any additional duties requested by the COO or Operations Officer.

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**Competencies:**

- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in-group problem solving situations; Uses reason even when dealing with emotional topics.
- Technical Skills - Strives to continuously build knowledge and skills.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- Judgement - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
- Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

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### **Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Be familiar with all aspects of STAR Transit operations; routes and schedules.
- Oral and Written Communication
- Customer Service
- Planning, Organization and Time Management
- Attention to Detail
- Problem Solving/Decision-making
- Teamwork
- Computer Skills
- Above average "people" skills;
- Assist other Administrative staff as needed.

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### **Education and/or Work Experience Requirements:**

High School Diploma or equivalent

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### **Physical Requirements:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this position, the employee is frequently required to sit, communicate, reach and manipulate objects, tools or controls.
- Must be able to move materials weighing up to 10 pounds on a regular basis and up to 25 pounds on an occasional basis.
- Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, mouse, calculator and similar machines.
- Must be able to talk, listen and speak clearly on telephone and during presentations in both English and Spanish.
- Work in an environment subject to frequent interruptions.

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**Ability to:**

- Read and interpret Spanish/English.
- Read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Write routine reports and correspondence.
- Speak effectively before groups of customers or employees of organization.
- Apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- To change priorities from time to time.
- Handle stress from high volume calls or difficult clients.

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**The above is not to be construed as an exhaustive statement of duties, responsibilities or requirements. I have read the above position description and understand the duties and responsibilities of the position.**

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**Print Employee Name:**

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**Employee Signature:**

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**Date:**