



Job Description

Job Title: Bilingual Reservationist

Office Location: Terrell, TX

Division/Department: Operations

Reports to: Call Center Manager

FLSA Status: Full-time Exempt
 Part-time Nonexempt

Salary Grade: Hourly - Bi/Weekly

STAR Transit's Mission:

Provide people with safe, affordable, convenient, and desirable mobility options to enrich quality of life by connecting all to services and opportunities.

Job Summary:

The Reservationist works in a call center setting surrounded by other call center employees scheduling and routing trips pertaining to the transit system. Represent STAR Transit in the most ethical manner to maintain the high standards of the agency. This position also serves as Front Line Employees for the agency's Safety Plan. Front Line Employees perform the daily tasks and activities where hazards can be readily identified so the identified hazards can be addressed before the hazards become adverse events. These employees are critical to the Safety Management System's success through each employee's respective role in reporting safety hazards, which is where an effective Safety Management System and a positive safety culture begins.

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, and life insurance as defined in the employee handbook.
- Time off includes vacation, paid time off, birthday and holidays as defined in the employee handbook.

Essential Duties and Responsibilities Include:

- Answer customer calls and provide accurate, satisfactory answers to their queries and concerns.
- De-escalate situations involving dissatisfied customers offering assistance and support.
- Handle difficult or emotional customer situations.
- Call clients to inform them about changes in services and policies.
- Guide callers through troubleshooting, navigating the company website or app.
- Review client accounts, for accuracy.
- Plan trips in accordance with STAR Transit policy to achieve maximum efficiency and safety.
- Coordinates proper scheduling of rides throughout the service areas.
- Maintain a thorough knowledge of scheduling software and app.
- Maintain a positive attitude and commitment to STAR Transit.
- Participate in all required meetings/conferences/workshops, etc. as required.
- Perform any additional duties requested by the management team.

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
- Expert in customer service
- Strong communication, both written and verbal
- Great active listening skills
- Exceptional interpersonal and rapport building skills
- A patient and empathetic attitude
- Strong time management and organizational skills
- Adaptability and flexibility
- Comfortable working in fast-paced environments
- Advanced troubleshooting skills
- Strong computer literacy
- Strong phone skills, including familiarity with complex or multi-line phone systems

Education and/or Work Experience Requirements:

High School Diploma or equivalent

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 the telephone and during presentations in both.
 - Work in an environment subject to frequent interruptions.
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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.

Print Employee Name:

Employee Signature:

Date:
