

Stark Area Regional Transit Authority

TITLE: **PROLINE RESERVATIONIST**

Non Exempt

SUMMARY:

Perform all facets and functions necessary in order to schedule reservations for passengers riding on the Paratransit Service. Answer telephones handling customer complaints, concerns and questions.

SCOPE OF RESPONSIBILITY:

This position reports directly to the Planning and Community Outreach Supervisor and will be expected to perform proficiently the full scope of assignments in this area. Performance requires knowledge of basic computer operations including data entry and superior writing skills.

ESSENTIAL FUNCTIONS:

- Answer telephone calls relating to questions about the Paratransit Service and/or reservations.
- Utilize procedures to determine trip agenda.
- Coordinate with the Dispatch office for cancellations.
- Maintain and update data base as necessary (new entries and deletions).
- Generate daily reports related to the Paratransit Service.
- Maintain hard copy (paper) backup of all necessary information.
- Maintain and monitor subscription routes and reschedule passengers as required.
- Estimate wait time and ride times for customers.
- Perform other duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to proficiently operate a typewriter, 10-key calculator, computer and other office machines.
- Knowledge of Stark County area.
- Ability to locate addresses on a service map.
- Ability to develop efficient routing.
- Ability to work with customers on the phone in a professional manner, exercising patience and understanding.
- Ability to maintain good public and employee relations.

ADDITIONAL REQUIREMENTS:

- Maintain a valid driver's license from state of residence and a good driving record.
- Must be able to comply with SARTA's Nonsmoking Policy and function in a nonsmoking work environment.
- Must pass an employment physical examination to be certified for the position and maintain a physical condition which, either with or without accommodation, allows completion of all essential duties.
- Must pass a pre-employment drug and alcohol test.
- Must be able to comply with SARTA's Drug and Alcohol Policy and function in a drug-free and alcohol-free work environment.
- Must submit documentation supporting United States citizenship or an alien lawfully authorized to work in the United States in accordance with SARTA's obligation under the Immigration Reform and Control Act of 1986.
- Must pass a criminal background investigation.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all inclusive list of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the work load.