



Reservation Specialist

JOB STRUCTURE

Department:	NCAT
Location:	Ottawa or Peru
Job Status:	Part Time or Full Time
Exemption Status:	Exempt
Immediate Supervisor:	Reservation Specialist – Team Leader
Amount of Travel Required:	Minimal, as required by supervisor
Positions Supervised:	None
Education:	Minimum of a High School Graduate and/or GED
Experience:	Entry Level
Requirements:	Valid Driver's License; safe diving history; pass a physical examination and drug screen prior to being hired and subsequent at-random drug screens.
Work Schedule:	Monday – Friday: Hours may vary between 6:00 a.m. – 8:00 p.m. and may require evenings and/or weekends

POSITION SUMMARY

The Reservation Specialist processes all transportation reservation requests, changes, and cancellations received by phone, fax, email, or third party request and provides courteous and efficient customer service at all times. The position inputs information into cloud-based scheduling software. Maintains a thorough knowledge of NCAT procedures and policies to assist riders with questions or concerns.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Maintain a positive, empathetic, and professional attitude toward customers at all times, excellent customer service.
- Process all transportation reservation requests, changes, and cancellations received by phone, fax, email, or third party request.
- Utilize cloud-based scheduling software to schedule/amend ride requests.
- Accurately share information regarding NCAT services, answer community or rider questions, and knowledge of established policies, procedures, and guidelines.
- Acknowledge and resolve customer complaints; use accurate and appropriate judgement and decision making when communicating with upset passengers or public. Document incident as soon as possible.
- Receiving rider complaints and accurately document and investigate issue to refer to NCAT management for resolution.
- Keeping records of rider interactions, transactions, comments, and complaints.
- Maintain confidentiality and follow HIPAA guidelines.
- Know NCAT policies and procedures and review as needed.
- Must have knowledge of and communicate effectively with other area transit systems.
- Must be available to temporarily oversee the reservation center to cover vacation or sick time, which may require more than an eight (8) hour workday.

- Assist with scheduling, seating, dispatching, and coordinating NCAT routes, as needed.
- Flexibility in availability to help cover scheduled or unscheduled time off, as needed.
- Respond to and assist in emergency operations (including nights and weekends) as needed.
- Support drivers as necessary, (i.e. may have to fill in as a driver on occasion for sick time/vacation/or emergencies).
- Perform other related duties as assigned; training will be provided.
- Open or close Transit Center.

POSITION REQUIREMENTS

- Positive and energetic demeanor with a focus on providing exceptional customer service.
- Ability to communicate clearly and effectively with a variety of individuals through different channels.
- Process all reservation requests and accurately and efficiently input data into cloud-based scheduling software.
- Professionalism and the ability to remain calm and problem solve when customers are stressed or upset.
- Follow instructions and apply acquired knowledge in responding to inquiries and requests.
- Perform work with accuracy, speed, and attention to detail.
- Promptness and reliability.

KEY COMPETENCIES

Key competencies include listening and communication, organizing data and information, attention to detail, integrity, honesty, customer focus, friendly and courteous, conflict resolution and problem solving, self-motivated, patience, empathy, reliability, adaptability, and efficiency.

SKILLS & ABILITIES

- Ability to read, write, and speak the English language, additional languages preferred but not required.
- Possess excellent coordination and organizational skills.
- Ability to multi-task and work in a stressful and fast paced environment.
- Computer skills to operate with competency data entry worksheets and scheduling software.
- Ability to use office phone system features to answer, hold, and transfer calls.

WORK ENVIRONMENT

The work environment characteristics described herein are representative of those as employee encounters while performing essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The position is mostly sedentary in climate controlled office. May go from inside to outside occasionally and vice versa. Noise level in the work environment is usually moderate.
- Extensive use of computers, computer screens, and keyboards.

PHYSICAL DEMANDS

Physical Abilities

Stand	O (Occasionally)
Walk	O (Occasionally)
Sit	F (Frequently)
Handling/Fingering	F (Frequently)
Reach Outward	O (Occasionally)
Reach Above Shoulder	O (Occasionally)
Climb	N (Not Applicable)
Crawl	N (Not Applicable)
Squat or Kneel	O (Occasionally)
Bend	O (Occasionally)
Driving	O (Occasionally)

Lift/ Carry

10 lbs. or less	O (Occasionally)
11-20 lbs.	O (Occasionally)
21-50 lbs.	O (Occasionally)
51-100 lbs.	N (Not Applicable)
Over 100 lbs.	N (Not Applicable)

Push / Pull

12 lbs. or less	O (Occasionally)
13-25 lbs.	O (Occasionally)
26-40 lbs.	O (Occasionally)
41-100 lbs.	O (Occasionally)

Other Physical Requirements

- Vision (Near, Distance, Color, Peripheral, Depth Perception)
- Sense of Smell & Sound (Ability to Hear)
- Ability to Drive

The above information has been designed to outline the general nature and level of work performed by the employees within this classification. It is not intended to be construed as a comprehensive inventory of all functions, responsibilities, skills, and abilities required of employees assigned this job. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

By signing below, you acknowledge that you have read and understand the requirements and qualifications of the Reservation Specialist position. You further agree that you can perform the job duties and requirements as stated, with or without accommodation.

Employee Name (Print) Employee Signature Date

North Central Area Transit is a subsidiary of the City of Ottawa and all successful applicants will be employed by the City of Ottawa. NCAT is an equal opportunity employer and committed to creating an inclusive environment for all employees.