

Position Summary

Position:	Lead Reservationist
Department:	Operations
FLSA Status:	Non-Exempt
Hourly Wage Range:	\$17.00 - \$20.00 (Full Time)

The Lead Reservationist position is responsible for the supervision of all reservationist staff and serves as the point person for the Operations Manager. Work requires the ability to lead a team of diverse individuals and structure the call center to work as efficiently and independently as possible.

He/she is expected to exercise patience and discretion in a demanding call center environment and provide timely, accurate, and courteous customer assistance and information services to passengers, co-workers and the general public. The Call Center operates Monday - Friday from 7:00 A.M. – 5:00 P.M. and Saturday - Sunday from 8:00 A.M. – 4:00 P.M.

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job and this job description is subject to change at any time.

Supervision

The Lead Reservationist is under the direct supervision of the Operations Manager.

Essential Functions and Responsibilities

- Responsible for the hiring and firing of all reservationist staff.
- Supervises all reservationist staff and ensures complete day to day staff coverage.
- Conducts quarter evaluations & preforms disciplinary actions/write ups as needed.
- Trains and evaluates all new reservationist on Trapeze software, Impulse technology and office equipment.
- Schedules and conducts customer service/software trainings as needed.
- Creates team building opportunities
- Monitors and reports to the Operations Manager all driver concerns and client complaints.
- Enforces company policies regulating passenger conduct and advises passengers of rules and regulations when necessary.

Mobility, Dignity and Independence

- Interacts with passengers, and the general public in a manner that demonstrates compassion and commitment to their specific needs.
- Maintains a comprehensive knowledge of all Easy Lift policies and procedures.
- Performs other related duties as assigned.

Requirements

- Be at least 18 years of age; possess a valid California Driver License with a verifiable driving record acceptable to Easy Lift's property & casualty insurance carrier.
- Knowledge of California Department of Motor Vehicles (DMV) regulations governing the safety and operation of public transit vehicles.
- Satisfactorily complete a California Department of Justice criminal background check and drug and alcohol screen.
- Satisfactorily complete all required company training.
- Must possess basic geographic knowledge of South Santa Barbara County.
- Ability to interact with the general public using courtesy, tact, and good judgment and ability to maintain a calm, diplomatic and tactful attitude in dealing with difficult passengers and situations.
- Ability to effectively react to emergencies by following established procedures while remaining calm and self-assured.
- Ability to cooperatively work with others; be respectful of co-workers, promote teamwork and work constructively with management, dispatchers, and other drivers.
- Knowledge of proper two-way radio etiquette, and effectively communicates with management, dispatch, and other drivers.
- Ability to interpret oral and written communications and accurately and legibly complete reports in English.
- Knowledge of Easy Lift Operating Policies and Procedures and implement them in a calm and professional manner.
- Capable of operating technology and equipment including wheelchair lifts, tablets and two-way radio systems.
- Maintain a personal appearance consistent with Easy Lift practice and policy.
- Available and willing to work varying shift hours consistent with his/her stated availability which may include nights, weekends and holidays.
- High school diploma, GED or equivalent.
- Bilingual preferred.

Work Environment

The Lead Reservationist's primary responsibility is performed in an office environment. He/she may spend a minimal amount of time outside and may be exposed to a variety of weather conditions. The Lead Reservationist is subject to the expected hazards within an office environment, including, but not limited to electrical shock and proximity to moving parts of office equipment.

<i>Visual Acuity Requirements</i>	
He/she is required to have the visual acuity needed to operate office equipment.	
<i>Physical Requirements</i>	<i>Definition</i>
Light	Exerts up to 10 lbs. of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Involves sitting most of the time, but may involve walking or standing for brief periods of time.
<i>Physical Demands</i>	<i>Definition</i>
Reaching	Extending hand(s) and arm(s) in any direction.
Sitting	Stationary position for sustained periods of time.
Walking	Moving about on foot to accomplish tasks.
Handling	Seizing, holding, grasping, turning, or otherwise working with hand or hands. Fingers are involved only to the extent that they are an extension of the hand.
Fingering	Working primarily with fingers rather than with the whole hand or arm as in handling.
Lifting	Raising objects from a lower to a higher position or moving objects horizontally from position-to-position.
Grasping	Applying pressure to an object with the fingers.
Talking	Expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to passengers, co-workers and management.
Hearing	Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discriminations in sound.
Repetitive Motion	Substantial movements (motions) of the wrists, hands, and/or fingers.



Mobility, Dignity and Independence

Please submit resume and cover letter to:

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