



Mobility, Dignity and Independence

Position Summary

Position:	Reservationist
Department:	Operations
FLSA Status:	Non-Exempt
Hourly Wage Range:	\$10.60 (Part-Time)

The Reservationist position is responsible for maintaining the continuity, efficiency and effectiveness of Easy Lift's services by scheduling rides following established policies, procedures and guidelines. Work requires the ability to follow instructions and apply acquired knowledge in responding to inquiries and requests to schedule service. 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.

**** *This position is required to work Monday through Friday from 7:00 A.M. – 12:00 P.M. or 12:00 P.M. – 5:30 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 Reservationist is under the direct supervision of the Lead Dispatcher.

Essential Functions and Responsibilities

- Answer passenger phone calls and inputs ride request using the computer.
- Maintain radio contact with all Easy Lift drivers.
- Notify drivers of any changes made to schedules (add-on and/or cancellations.)
- Communicate ride availability with passengers on the standby list.
- Assist drivers by telephoning passengers and/or doctors when vehicle is waiting outside for a pick up.
- Reconcile driver's schedules to make sure proper fares and pick up times are collected and input in the computer.
- Print drivers consolidated schedule for next day.
- Contact drivers at the end of each day to notify them of their shift start time for the following day.

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- Monitor and report to the Operations Manager all driver concerns and client complaints.
- Miscellaneous duties and projects as assigned.
- Enforces company policies regulating passenger conduct and advises passengers of rules and regulations when necessary.
- 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.
- Knowledge of California Department of Motor Vehicles (DMV) regulations governing the safety and operation of public transit vehicles.
- 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 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.

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Work Environment

The 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 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>
<i>Light</i>	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.



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Please submit resume and cover letter to:

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