DELAWARE TRANSIT CORPORATION

POSTING NO 107-2014

(3) DURATIONAL POSITIONS

POSITION VACANCY POSTING

DATE OF POSTING May 9, 2014 CLOSING DATE May 16, 2014

METHOD OF APPLICATION: **EMPLOYMENT APPLICATION**

INTERESTED EMPLOYEES MUST FILE FOR THIS POSITION BY COMPLETING THE APPROPRIATE BID FORM OR EMPLOYMENT APPLICATION OR SUBMITTING A LETTER OF INTEREST AND RESUME TO THE EMPLOYMENT SECTION OF THE HUMAN RESOURCES DEPARTMENT BY 4:30 P.M. ON **May 16, 2014**. POSITIONS COVERED BY COLLECTIVE BARGAINING AGREEMENTS WILL BE AWARDED IN ACCORDANCE WITH THE PROVISIONS AND PROCEDURES CONTAINED IN THE APPLICABLE CURRENT BARGAINING AGREEMENT.

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POSITION #: XXXX JOB CODE #: 040

POSITION TITLE Durational Full-Time Reservationist – South District

PAY GRADE 9 PAY RATE _____ PAY RANGE $14.126922 - $18.835897
(MINIMUM TO MAXIMUM)

LOCATION: DISTRICT South DEPARTMENT Transportation
SECTION Operations

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CLASSIFICATION: FULL TIME X PART-TIME X

CONTRACT: 8FR _____ 8DR _____ 32 _____ N/C X

SCHEDULED HOURS Varied SCHEDULED DAYS: Varied

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SUMMARY OF POSITION:

The Reservationist is responsible for responding to customer telephone inquiries, trip requests and cancellations for statewide paratransit operations. Specific responsibilities include assisting clients and agencies in making paratransit transportation arrangements; performing modifications of trip requests, cancellations, or rescheduling; communicating with Scheduler/Dispatcher for estimated time of arrivals, documenting all cancellations in conjunction with DNG Policy; and documenting clients on will-call schedule. Interacting and follow up with outside agency personnel is essential to ensure trip requests are taken in a timely manner. The incumbent is responsible for ensuring that all aspects of requested trips are properly geo-coded, as well as ensuring the set-up and maintenance of subscription trips. The Reservationist must work closely with Operations to ensure the efficiency of this portion of paratransit service. The Reservationist is equally responsible for disseminating Fixed Route information for Sussex County and seasonally for the Resort Service. The incumbent will work in team-based environment. The incumbent may be selected to participate in customer service related public events such as, public hearings, service changes, special project teams, marketing promotions and the annual Customer Service Week.

SEE PREFERRED QUALIFICATIONS ON SECOND PAGE

Preferred Qualifications:

1. Experience in scheduling appointments and reservations in a high volume call center.

   Applicants must detail all experience, training and/or education in scheduling appointments and reservations to the public in a readily understandable manner.

2. Experience in using computerized appointment scheduling and reservation software.

   Applicants must detail all experience, training and/or education in computerized appointment scheduling and reservation software.

3. Experience in interpreting maps and atlas.

   Applicants must detail all experience, training and/or education in interpreting maps and atlas.

JOB DESCRIPTION: AVAILABLE THRU HR DEPT_____X_____

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EQUAL OPPORTUNITY EMPLOYER

" Resume must specifically address the skills referenced in the Preferred Qualifications."

Req.# XXXXXX