



## **Reservationist**

### **Overview:**

The Reservationists is responsible for fulfilling all of the reservations responsibilities of the Contractor, which include but are not limited to: receiving customers' requests for trips, entering this information in the paratransit scheduling software, initial scheduling of each trip, and confirming each reservation with the customer. Reservationists shall have sufficient familiarity with the service area and common locations in order to efficiently and accurate process reservations, and to avoid booking errors that could result from miscommunication. Reservationists shall be selected and trained to use best practices in customer service to create a positive customer experience, project a positive image of the MBTA and The RIDE, avoid conflict, ensure accurate communication, and avoid unnecessary delay.

### **Responsibilities:**

- Answering phone calls, obtaining all required customer information and desired pick-up and drop-off times and locations
- Following the established script to ensure proper trip bookings
- Checking eligibility status of customer and trip(s) being requested
- Verifying that trips are within the service area using available tools
- Responding to trip confirmation requests and requests to cancel or reschedule trips for next-day service
- Responding to "Where's my Ride" inquiries if this task is assigned to Reservations, the required information in the system appears to be up-to-date, and there are no obvious issues
- As required by established procedures, transferring same-day requests to cancel or reschedule trips and trip status calls to Dispatch.
- Working with dispatchers and schedulers to resolve any issues, including recoding of denials

### **Qualifications:**

#### **Education, Licensing, and Certifications:**

- High school education or equivalent, such as GED, required.

#### **Skills and Knowledge Required:**

- Pleasant telephone voice/manner

- Strong written and oral communication skills
- Strong listening skills
- Ability to remain courteous with difficult or angry customers
- Basic computer knowledge/PC experience
- Ability to work flexible hours
- Bilingual is a plus but not required

#### **Pre-Employment Requirements:**

- Must submit to drug testing and a background check

#### **Physical Requirements:**

- Must be able to work shifts or flexible work schedules as needed.
- 100% of work is accomplished indoors and in air conditioned or well-ventilated facilities
- Work is accomplished at a workstation or in a cubicle space equipped with a telephone, headset, and computer.
- Work environments are generally noisy, and the employee is generally subjected to long periods spent sitting, typing, or looking at a computer screen.

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*The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.*

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions upon request.*

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*Drug free workplace*

*If based in the United States, applicants must be eligible to work in US without restrictions for any employer at any time; be able to pass a drug screen and background check*