

Reservationist-Public Transportation-Full Time – JR395



Fort Bend County is ranked as one of the fastest growing counties in the nation. We have capitalized on not only the creed of our location, but on the "quality of life" for our families to call home. Our employees are the key to our success and the heartbeat of our foundation. The diversity and inclusivity of our community is our strength and at the forefront of a workplace environment welcoming to all. Live Here! Work Here!

Reservationist

- Reserves passenger trips within Fort Bend County requirements using an automated scheduling system; Estimates wait time for ride times for passengers.
- Provides excellent customer service when speaking to clients; Responds to phone inquiries, questions or complaints/concerns regarding transit services.
- Acts as liaison between clients and Operations Supervisor in resolving customer service issues; Exercises good judgment and makes decisions within the limits of established policies, procedures and guidelines; Interacts professionally and patiently and use discretion in a demanding call center environment.
- Inputs changes and/or cancellations into database, excluding “day of” changes/cancellations. Updates database as needed with new or existing passenger information and/or deletions.
- Extensive knowledge of Fort Bend County roads and neighborhoods; Knowledge of METRO and surrounding transit agency routes.
- Participates in activities and duties related to emergency management during a local state of disaster as directed by appropriate county managers.

Qualifications

- High School Diploma/GED.
- 3 years job related experience; prior experience with transportation scheduling/reservations preferred.
- Strong computer skills; strong verbal and written communication, math and/or accounting; management and supervisory skills. Strong interpersonal skills and ability to deal effectively with the public, other employees and elected officials.

SALARY RANGE: \$20.10-\$30.15/ per hour/FULL TIME

CLOSING DATE: Upon filling position

All full-time and part-time employees are members of the Texas County District Retirement System (TCDRS). Full-time employees also enjoy a wide-range of great benefits.

Fort Bend County is an equal opportunity employer, committed to non-discrimination in employment on any basis including race, color, religion or creed, sex, sexual orientation, gender, gender identity, gender expression, pregnancy status (including childbirth and related medical conditions), national origin, ethnicity, citizenship status, age (40 and over), physical or mental disability, genetic information, protected military and veteran status, political affiliation or beliefs, or any other classification protected by state, federal and local laws, unless such classification is a bona fide occupational qualification.

For more information on Fort Bend County's Title VI / Nondiscrimination Statement, visit www.fbctx.gov/comply

Fort Bend County is committed to providing equal opportunity and reasonable accommodations to employees with disabilities. FBC complies with the Americans with Disabilities Act and all other applicable federal, state and local laws regarding disability discrimination and accommodation.