



## **Call Taker and Service Navigator**

### **Call Taker/Service Navigator**

The call taker position is responsible for on-time delivery of service, calling riders, receiving ride requests and timely responses to rider inquiries. As a back up to Dispatch, call taker may be asked to assist with driver inquiries, arranging coverage for service interruptions, and rescheduling rider trips due to other schedule change requests. In order to maximize productivity while maintaining quality of service standards, the call taker must be well organized, personable and efficient. The office must have necessary information readily available, electronically or through posted information or a combination of both and collaborate well to ensure that information is accessible to those who need it in a timely fashion.

Call Taker responsibilities include:

- Answering phones
- Taking and processing ride requests
- Using CTS Tripmaster to verify rider information
- Providing customer services to riders
- Filing to ensure audits will show the company record keeping is consistent and reliable
- Handling volunteer ride requests
- Making copies
- Creating reports as needed
- Creation of, copying, and supplying forms to drivers and in-house staff
- Monitoring late trips and proactively communicating with Dispatchers to ensure good customer services and on-time performance
- Creating processes as required or requested to ensure smooth service delivery and sustainability of business
- Assisting passengers with trip changes or trip requests including same day ride requests
- Other duties as assigned

To accomplish these duties, the Call Taker must have the following knowledge and skills:

- Good knowledge of the service area
- Ability to handle large amounts of data



- Ability to remain calm and collected during an emergency
- Good organizational skills
- Good listening skills
- Empathetic attitude and friendly nature
- Ability to work with many different types of people
- Pleasant and articulate voice
- Ability to sit for long periods of time
- Accurate typing skills and the ability to proofread work
- Ability to work with complex computer programs
- Exhibit support of the company and its policies and practices

### Additional Call Taker Duties

The purpose of this document is to describe the duties and processes of the call taker not related to the dispatcher relationship. One big part of the call taking job and SVT Transportation is to procure volunteer drivers for seniors going on medical appointments. SVT is unique to King County in this capacity and a real resource for the seniors, 60 and older, in the upper valley cities of North Bend, Snoqualmie and Fall City. We are responsible 30 or more volunteer rides per month with each ride requiring up to 5 or 6 phone calls so it can be time consuming.

1. Call taker takes a phone call or in person ride request from a senior to a location not served by our bus routes
2. Call taker must be sure the rider is "on file" and has a current client information card on file and or completes a new client information card
  - a. Call taker uses volunteer ride request form on file and client information card from volunteer ride book
3. Call taker faxes completed form to Sound Generations (formerly known as Senior Services of King County)
4. Call taker calls the drivers on file to fulfill the ride request
5. When a ride request has been accepted by a driver the form is noted with who the driver is
  - a. notifies the ride recipient and advises them they will be called the day before by the driver
  - b. enters the ride and driver on the calendar at the call taker desk AND in the front of the volunteer ride book this is very important so that when taking a volunteer ride request the call taker can determine if there are even any drivers available for any given day



Additional but not insignificant:

Call takers are responsible for printing and maintaining all the forms used by SVT in the filing cabinet and on the desks, especially the pre and post trip forms that the drivers complete daily before and after their runs. These forms are available for duplication on one drive and should be completed on both sides of the paper whenever possible.

Call takers are also expected to file all the completed pre and post trips with the newest to the front in a chronological order in the file cabinet

Count the daily money intake keeping the SVT monies separate from the Valley Shuttle monies.

Thursday afternoon make up two deposits, one for SVT and one for Valley Shuttle and give them to the senior center bookkeeper for deposit

Maintain two separate areas of bus wash quarter stashes, the first in the "old safe" with quarters for drivers to access to wash shuttles. The second to be up to \$60.00 of quarters in the big safe to be a supply to replenish the "old safe" wash money. Quarters are to be rolled and taken from the fare intake and noted on the deposit bags when given to the book keeper. Call takers are to input on onedrive any maintenance done to any shuttle noting the date, provider, mileage, and driver. The form should then be initialed and filed according to which bus it is.

At the end of the month sort the pet food delivery from the Seattle Humane Society by recipient name and locate in the hallway alphabetically. Call the people who receive the food. There is a list with names and telephone numbers on the onedrive under "Pet Food."

### **Global expectations**

- Be of service to other SVT team members, and management by responding respectfully and in a helpful manner to requests for information by email, voice mail or in person in a timely fashion
- Become a positive, motivational communicator as demonstrated by your ability to:
  - Help in assisting with challenges, even under pressure



- Listen in a way that shows that you care
  - Be open to suggestions and criticism and collaborate to find solutions
- Generate positive, cooperative, and respectful relationships daily that foster feelings of trust and competence in team members
- Recognize that all people have different work styles and actively develop skills for adapting to them in a fluid and flexible manner
- Re-read and spell check all external correspondence and ensure that correspondence appears professional
- Be on time for work and meetings and ensure direct reports do the same
- If not in the office during business hours, follow process for notifying team and company of whereabouts
- Communicate via email, text, in meetings, and face-to-face, with respect and following the existing SVT Values
- Give timely and appropriate feedback to team members and peers – don't wait to communicate
- Ask the Four W's when solving problems:
  1. What happened? *(whenever possible, stick to the issue not the individual)*
  2. What do we need to do right now? *(if action needs to take place immediately, take the action necessary)*
  3. What do we need to do to make sure this doesn't happen again? *(build a system so that the problem doesn't reoccur or, if it does, there is a systematic way of dealing with it)*
  4. Who needs to know? *(staff must be appropriately trained on the new system and the training must be incorporated into the regular training for each individual who might need to know it)*
- Dress appropriately for meetings with outside vendors in business or casual business attire
- Accountable for following defined processes and ensuring direct reports do the same
- Thoroughly learn and follow the SVT processes, making suggestions for streamlining, innovation and enhancement, always keeping sustainability in mind
- Thoroughly understand the tools needed to do your job, independently seeking counsel and advice from experts and other nonprofit in-house training programs to better enable you to work well within the standards expected



- Seek counsel to understand how the company sustainability is attained and be aware of how spending affects it. Work to enhance the company's bottom line.
- Lead and/or participate in company committees/task forces/activities that increase the performance of the company
- Submit all expenses for reimbursement within 10 days of incurring expense
- Ensure compliance with company employee review program including annual reviews
- When the opportunity arises, and if it is within the budget, make sure to buy green products and services
- Keep your area tidy, cleaning up after yourself, and leaving any meeting space as-it-was or better when you leave it
- Champion the development of company training programs and serve as a trainer when appropriate
- Complete at least two training seminars annually that are pertinent to your career
- Develop succession plan and groom, "An heir and a spare"
- Demonstrate company principles and values
- Acknowledge what you don't know and seek advice to increase your understanding
- Be available to help your team members with counsel and advice on a regular basis
- Other duties as assigned