

# Scheduling and Booking Clerk

Utility Services Department  
Saskatoon Transit

(Temporary, part-time for approximately six months)

**Posting No. 101(615)**

The City of Saskatoon is an Employment Equity employer

**DUTIES:**

1. Receives and processes, with the assistance of scheduling software, trip booking requests from clients by telephone, fax and e-mail.
2. Receives, processes and records trip requests, cancellations, registration and information.
3. Communicates by two-way radio or telephone: all cancellations, additions, transfers or other changes and required directions to operations staff.
4. Determines availability of trips, schedules according to availability and dispatches to operations staff.
5. Schedules daily operator assignments and ensures that operators receive schedules.
6. Enters and maintains customer information and location records.
7. Provides accurate policy and procedure information to clients.
8. Provides emergency coordination in case of an accident or other road incident.
9. Tabulates data pertaining to performance indicators.
10. Assists with the training and orientation of new staff.
11. Performs other related duties as assigned.

**QUALIFICATIONS:**

- Grade 12 education, preferably supplemented with business college courses.
- One year's progressively responsible experience in radio operations, telephone service, customer service and working with persons with disabilities. Experience with Trapeze Pass scheduling and dispatch software and experience in public transportation service delivery would be an asset.
- Thorough knowledge of the City of Saskatoon geography.
- Thorough knowledge of scheduling and dispatching procedures.
- Knowledge of, and empathy with, the transportation needs of persons with disabilities and the elderly.
- Demonstrated ability to participate effectively as a member of a team.
- Ability to organize tasks and work with minimal supervision.
- Ability to manage and maintain the integrity of various databases.
- Ability to express ideas effectively, orally and in writing.
- Ability to solve complex problems and manage conflicts in a positive and timely manner.
- Ability to maintain effective working relationships with the public, other professionals in various fields, co-workers and civic officials.
- Skill in the use of a computer with word-processing, database and spreadsheet software.

**HOURS OF WORK:**

Shift work and weekend work are involved.

**SALARY:**

\$3,206.82 to \$3,653.20 per month (prorated for part-time).

For further information regarding this position, contact Human Resources.

Applications are to be received in Human Resources (City Hall) by 5:00 p.m. on Wednesday, February 22, 2012.