

Job Description: Office Staff

Perform activities and work assignments of Tidewater Touring Motor Coach Drivers according to designated schedule; provides customer service to current and potential customers. This is an excellent opportunity to join our team of transportation professionals. This is a Part time position.

Knowledge and Skills Required:

- On a daily basis, responds to email, on-line, telephone, and fax inquiries received from customers interested in booking motor coach and scheduling field trips, outings, events utilizing a motor coach or shuttle. Interested parties include public school systems, private schools, clubs, fraternal organizations, municipalities, state and federal governments, etc.
- Assigns and directs the work of Motor Coach Drivers.
- Ensures all trip assignments are covered every day they are scheduled.
- Returns calls to interested parties; determines transportation needs; provides pricing and scheduling information.
- Determines appropriate bus, or vehicle of transport that would meet the needs of the customer and federal/state regulations.
- Receives telephone or radio reports of accidents, delays, fires, equipment breakdowns, and other operating or maintenance difficulties from bus drivers.
- Reports difficulties and dispatches information, recommendations and instructions to other drivers to maintain, or restore service and schedules.
- Posts information to records, sorts and distributes incoming correspondence, answers telephone, and performs similar duties.
- Keeps a record of incoming messages from customers, bus drivers, local authorities and others regarding service complaints, accidents, breakdowns, failure to provide service, etc.
- Using a computer, inputs reports, business correspondence, forms, and other material.
- Using email develops and sends brief business correspondence to staff and to customers and vendors.
- Follows-up on time sensitive matters with Motor Coach Supervisor, Office Manager and others.
- Enters customer information into the system; closes the customer sale, allowing the customer to be billed.
- Maintains log of scheduled runs, numbers of vehicles, and names of drivers.
- Records all calls and emergency response situations.
- Works with owner and office manager to resolve customer complaints and employee complaints.
- Provides regular feedback to Motor Coach Dispatch Supervisor regarding Bus Driver performance.

Job Requirements:

- Keyboarding: 30-40 wpm
- Proficient in Microsoft Suite: Word Excel Outlook Email
- Knows operation of: Facsimile Telephone system
- Must have high school diploma
- Must have a valid VA driver's license
- Speaks clearly; cooperates with others; remains flexible and responsive; learns quickly. Is able to read and understand geographical maps.