



<b>Job Title:</b>	Charter Office Assistant	<b>Job Category:</b>	Non-Exempt
<b>Department/Group:</b>	Charter	<b>Reports To:</b>	Charter Manager
<b>Location:</b>	Burlington, IA	<b>Travel Required:</b>	0-5%
<b>Position(s) Supervised:</b>	None	<b>Position Type:</b>	Full-Time

**Applications Accepted By:**

**FAX OR EMAIL:**

319-753-2916  
 ccherry@burlingtontrailways.com  
 Subject Line: Charter Office Assistant

**MAIL:**

Human Resources  
 Burlington Trailways  
 PO Box 531  
 West Burlington, IA 52655

**Job Description**

**SUMMARY**

Under the direct supervision of the Charter Manager, this position provides administrative support for the Charter Office. This position deals with a diverse group of important external callers and visitors as well as internal contacts at all levels of the organization. Independent judgement is required to plan, prioritize and organize the diversified workload.

**REASONABLE ACCOMMODATIONS STATEMENT**

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

**ESSENTIAL FUNCTIONS**

- Answer the phone
- Respond to all charter inquiries
- Create charter quotes
- Create firm bookings upon client request
- Maintain proper charter contract records
- Work with clients to create charter timeline following all applicable laws and regulations regarding hours of service
- Create work tickets for Motorcoach Operators
- Create charter maps and ability to give clear driving directions per final itinerary
- Distribute to dispatch in a timely manner
- Follow-up with charter client prior to departures to ensure all charter details are correct
- Track lost sales listing reasons such as availability, price, or other
- Work with accounting department as necessary for billing purposes
- Coordinate with Dispatch for all charter bookings
- Work with Tour Office for cohesive planning

**POSITION QUALIFICATIONS**

**COMPETENCY STATEMENT(S)**

- Accuracy - Ability to perform work accurately and thoroughly.
- Accountability - Ability to accept responsibility and account for his/her actions.
- Active Listening - Ability to actively attend to, convey, and understand the comments and questions of others.
- Adaptability - Ability to adapt to change in the workplace.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Communication, Written - Ability to communicate in writing clearly and concisely.
- Detail Oriented - Ability to pay attention to the minute details of a project or task.
- Friendly - Ability to exhibit a cheerful demeanor toward others.
- Motivation - Ability to inspire oneself and others to reach a goal and/or perform to the best of their ability.
- Reliability - The trait of being dependable and trustworthy.
- Honesty / Integrity - Ability to be truthful and be seen as credible in the workplace.
- Safety Awareness - Ability to identify and correct conditions that affect employee safety.
- Self Motivated - Ability to be internally inspired to perform a task to the best of one's ability using his or her own drive or initiative.
- Responsible - Ability to be held accountable or answerable for one's conduct.

**QUALIFICATIONS AND EDUCATION REQUIREMENTS**

High School Diploma or equivalent

**PREFERRED SKILLS**

Excellent customer service skills  
 Basic typing and computer skills  
 Knowledge of Geography and Google Maps  
 Basic math skills  
 Excellent organization and planning abilities  
 Able to learn new software specialized to the industry

**PHYSICAL DEMANDS**

<b>N (Not Applicable)</b>	Activity is not applicable to this position.
<b>O (Occasionally)</b>	Position requires this activity up to 33% of the time (0 - 2.5+ hrs./day)
<b>F (Frequently)</b>	Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs./day)
<b>C (Constantly)</b>	Position requires this activity more than 66% of the time (5.5+ hrs./day)

**PHYSICAL DEMANDS**

**LIFT/CARRY**



Stand	O	10 lbs. or less	C
Walk	O	11-20 lbs.	N
Sit	C	21-50 lbs.	N
Manually Manipulate	C	51-100 lbs.	N
Reach Outward	O	Over 100 lbs.	N
Reach Above Shoulder	O		
Climb	O	<b>PUSH/PULL</b>	
Crawl	O	12 lbs. or less	C
Squat or Kneel	O	13-25 lbs.	N
Bend	O	26-40 lbs.	N
Grasp	O	41-100 lbs.	N
Speak	F		

**ADDITIONAL NOTES**

This is a time sensitive position, which may require some overtime as assigned by the Charter Manager.

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.

**EQUAL EMPLOYMENT OPPORTUNITY**

Burlington Trailways is an equal opportunity employer. In accordance with applicable law, we prohibit discrimination against any applicant or employee based on any legally-recognized basis, including, but not limited to: veteran status, uniformed servicemember status, race, color, religion, sex, pregnancy (including childbirth, lactation or related medical conditions), age (40 and over), national origin or ancestry, physical or mental disability, genetic information (including testing and characteristics) or any other consideration protected by federal, state or local law. Our commitment to equal opportunity employment applies to all persons involved in our operations and prohibits unlawful discrimination by any employee, including supervisors and co-workers.