

## **Dispatcher Job Description**

**Report to:** Transportation Program Manager

**Salary Classification:** Non-Exempt

**Starting Salary:** \$14.00

**Position Summary:** Communicates throughout the day with van drivers and office staff to ensure all clients are picked up timely, in addition to scheduling trips with clients over the phone using our computerized scheduling and reporting system.

### **Essential duties:**

- Answers incoming calls or walk-ins promptly, gathers comprehensive information, and communicates information to the appropriate individual using the two-way radio (telephone if not responding on two-way radio) to facilitate timely pickup and drop-off of passengers.
- Dispatches/communicates information to drivers, as needed, using a two-way radio system or alternate methods, as necessary, to facilitate the timely pick-up and drop-off of passengers.
- Prepares and provides schedule/route information, assigning Medicaid trips if needed, and directions to drivers, as necessary.
- Communicates with the general public, including passengers, families, staff, community agencies, and other providers in person or using a telephone or email to facilitate the timely pickup and drop-off of passengers.
- Ensures all drivers have arrived back at base and all vehicles and keys are accounted for.
- Ensures that all clients have been delivered to their final destination.
- Contacts emergency personnel, such as police, ambulance, and fire department, when necessary, using the telephone, email, or alternate methods to ensure the safety of all passengers.
- Communicates with drivers and other appropriate individuals, as necessary, to facilitate assistance as needed for vehicle maintenance issues.

### **Additional duties:**

- Communicate effectively with administrative assistant throughout the day.
- Have knowledge of where each driver is at all times - utilize schedules and GPS.
- Check out drivers- paperwork and money complete and accurate.
- Create and print driver schedules for next day - make sure drivers are aware of their start time at the end of the day.
- Check WOW database at month end to ensure accuracy of data - if clerical staff out of office.
- Check fares at month end to ensure accuracy of data - if clerical staff out of office.
- Ensure walkway is free of debris (snow, leaves, etc.), shoveled and salted if necessary.
- Comply with all company policies, procedures, and safety regulations at all times.
- Complete any and all additional work assigned by the supervisor.

### **Cognitive requirements:**

- Ability to determine vehicle travel path to ensure the safe and timely transportation of passengers.
- Ability to evaluate, determine and communicate the proper course of action in situations that may pose a safety risk.
- Possess strong organizational and prioritization skills.
- Ability to analyze and solve problems.
- Ability to effectively communicate, including strong oral and written communication skills
- Ability to learn, understand and communicate, as necessary, all schedules/routes.

"The cognitive requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions."

**Working conditions:**

The dispatcher's hours of work and work schedule vary if a member of the dispatch team is off for their shift. The position requires being seated for extended periods of time. The work environment is a controlled setting with normal temperatures and levels of light. The position requires frequent interaction with drivers, other staff members and the public.

**Education and/or qualifications:**

The following statements represent the minimum experience and training standards that a dispatcher must possess, provided that equivalent substitutions will be permitted in case of deficiencies in either experience or education.

- High school diploma or GED equivalency.
- Must pass a criminal background check.
- Should possess above average computer knowledge and be able to work efficiently in Microsoft Access, Word, Excel and Outlook (email).
- Ability to multitask, work well in a team environment and thrive under pressure is a must!
- Should be self-started, compassionate, patient, and enjoy working with the elderly, the disabled and others needing assistance.
- Must be reliable.
- Ability to handle confidential information.
- 2 years or more of customer service experience preferred.

**Employer:**

It is the policy of Wells County Council on Aging to provide equal employment opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, Wells County Council on Aging will provide reasonable accommodations for qualified individuals with disabilities.

The Executive Director can revise this job description at any time.