

WELLS COUNTY COUNCIL ON AGING, INC.
Full Time Dispatcher Job Description

Report to: Transportation Program Manager

Salary Classification: Non-Exempt

Compensation: Starting Salary: Lead Dispatcher \$16/hr, AM/PM Dispatcher \$15/hr; ETO: 6 hours per pay period; **Holidays: 11 (earn ETO & Holidays after 90 days); Paid Lunch:** 1 hour -- Paid lunch hour based on # hours worked each day ~ see Employee Handbook, Section 3.12 Timekeeping

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 using our computerized scheduling and reporting system. Works closely with the Transportation Program Manager (TPM) to make certain all aspects of the Transportation System are operating correctly and efficiently.

ESSENTIAL DUTIES

- Answers incoming calls or walk-ins promptly, gathers comprehensive information, and communicates information to the appropriate individual.
- Dispatches/communicates information to drivers, as needed, using a two-way radio system or alternate methods, as necessary, in order to facilitate the timely pick-up and drop-off of passengers.
- Input driver logs into WOW database if Associate Director is out of the office for more than 2 days.
- Ensure data in WOW database is accurate.
- Confirm each dispatch shift checklists are complete – nothing left unfinished.
- Schedule and keep track of Out of County trips.
- Double check scheduled medical trips to determine the client’s Medicaid eligibility.
- Prepares and provides schedule/route information (being mindful of driver ETO), ensures Medicaid Southeastrans (SET) trips are scheduled/deleted as needed, assign SET Medicaid trips, and dispatch directions to drivers, as required.
- Communicates with the general public, including passengers, families, staff, community agencies, and other providers in order to address the needs/requirements of passengers.
- Work as team with the other dispatchers as needed to ensure all daily tasks are completed.
- Provides coverage for Dispatch breaks and helps cover ETO days.
- Contacts emergency personnel, such as police, ambulance, and fire department, when necessary, using the telephone, email, or alternate methods in order to ensure the safety of all passengers and drivers. Informs TPM and other Admin staff of the situation.
- Communicates with drivers and other appropriate individuals, as necessary, to facilitate assistance as needed for vehicle maintenance issues, scheduling oil changes – deferring major repairs to TPM.

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Lead Dispatcher:

- Check iPads, Radios, Foggers ~ charged and updates completed.
- Assign van weekly's ~ update file in Shared folder.
- Check monthly fuel sponsor signs utilizing spreadsheet provided by Associate Director or TPM. Have driver change out signs as indicated by gasoline sponsorship spreadsheet.
- Check SET Available Trips List to see if Wells County trips are unassigned. Scroll down and check address and or zip code.

ADDITIONAL DUTIES when applicable

- Communicate effectively with Associate Director and or Executive Director throughout the day.
- Have knowledge of where each driver is at all times ~ utilize schedules and GPS.
- Ensure all fleet vehicles are utilized on a regular basis by following a rotation schedule.
- Confirms that clients have been delivered to their final destination.
- Ensures all drivers have arrived back at base and all vehicles and keys are accounted for—if closing.
- Check out drivers ~ paperwork and money complete and accurate.
- Create/print driver schedules for next day – if closing.
- Make sure drivers are aware of their start time at checkout.
- Ensure walkway is free of debris (snow, leaves, etc.), shoveled and salted, if necessary, may enlist the assistance of other staff.
- Comply with all company policies, procedures, and safety regulations at all times.
- Complete any and all additional work assigned by the administration team.

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 and other pertinent information.

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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 lead 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 performing office/computer work. The work environment is a controlled setting with normal temperatures and levels of light. There may be some occasional pushing, pulling, or lifting force up to 25 lbs. The position requires frequent interaction (talking/hearing) 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 work efficiently in Microsoft Suite
- Ability to multitask, work well in a team environment and thriving under pressure is a must!
- Soft skills include being a self-starter, 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 anytime.

My signature signifies that I have received a copy of this job description and that I have read, understand, and agree to perform the specified job responsibilities.

Staff member’s signature

Date