



TITLE	Dispatcher/Scheduler
OVERTIME	Non-Exempt

PURPOSE OF POSITION:

Provide administrative duties for the Transportation Network. The transit dispatcher performs scheduling, routing and dispatch duties; operate a variety of communication equipment, including two-way radio, telephone, computer mobile dispatching terminal, and scheduling software. Creates, maintains and monitors computerized driver manifest/schedules. Responds to requests for service and provides a variety of information to passengers and the general public.

ESSENTIAL JOB FUNCTIONS:

Attendance is an essential function of this position.

Dispatching:

- Monitor and use computer software and two-way radio for information regarding scheduling issues, and field situations; notify supervisor of situations requiring attention.
- Familiarizes themselves with the geographic service area of Wasco County and surrounding area.
- Remains alert and exercises good judgment concerning emergency situations, abnormal driving conditions and disabled vehicles.
- Works with all employees, clients and all passengers who use the transportation system to improve the safety of the system.
- Maintains a good rapport with all passengers, drivers, supervisors, and office personnel.

Scheduling:

- Ability to field a high volume of calls. Accurately enters client info into routing software program.
- Send and receive messages; authorizes changes in cases of client cancellations and/or additions.
- Maintains written and computer generated logs of all service requests; enters and updates clients information.
- Cancels trips and enters No Shows in routing software program.
- Responds to all calls and service requests promptly and with courtesy; provides information to the public in a courteous manner regarding Dial-A-Ride transit service.
- Performs a variety of office tasks to assist in transit operations.
- Performs other clerical duties as assigned to maintain operations of department.
- Follow procedures for tracking all fares, ticket sales and other accounts receivables.

AUXILIARY JOB FUNCTIONS:

- Follow MCEDD policies and procedures. Follow all safety rules and procedures for work areas. Maintain work areas in a clean and orderly manner.
- Maintain cooperative working relationships with other District staff, member organizations, and the general public.
- Maintain proficiency by attending trainings and meetings, reading materials, and meeting with others in areas of responsibility.
- Set goals and establish processes and procedures to accomplish goals.
- Other duties as assigned.

JOB QUALIFICATION REQUIREMENTS:

Required Qualifications:

Considerable knowledge of and ability to use a personal computer, including word processing software, spreadsheets, internet software, e-mail, MS Office and/or comparable software and dispatching software.

Ability to learn and follow regulations and guidelines pertaining to the program; communicate effectively orally and in writing; deal tactfully with the public and maintain confidentiality; establish and maintain effective working relationships with superiors and peers; ability to work in a team environment and create a positive, non-judgmental and motivational atmosphere for co-workers; prioritize workload and work effectively and independently to learn new procedures quickly; provide a supportive, non-judgmental environment for clients requesting rides; maintain accurate records; meet established deadlines; read, comprehend and follow complex instructions; type and operate office machines at acceptable levels of accuracy and speed; multitask; communicate and work effectively in stressful situations. Ability to handle confidential information and meet Federal DOT drug/alcohol testing requirements. Remains free from adverse effects of medication, alcohol and any drugs which may impair the ability to perform safety sensitive duties.

Skills in operating multi-line phone system, phone and radio etiquette, public relations.

Education, Experience, and Training: High school graduate or equivalency with computer data entry and word processing ability; bi-lingual (Spanish-English) preferred; two years' experience in communications, dispatch or clerical experience and working directly with the public; or any satisfactory equivalent experience and training as determined by the hiring authority. HIPAA compliance and skills.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is frequently required to sit, talk, see, and hear. The employee is occasionally required to stand, walk, use hands to finger, handle, or feel objects, tools, standard keyboards of office equipment or controls, and reach with hands and arms. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 35 pounds. Specific vision abilities required by this job

include close vision, night vision, and the ability to focus from near to far or far to near objects. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must be able to use complex computer routing software and monitor/respond to emails from clients and the Medical Brokerage. Must be able to monitor and respond to the two-way-radio.

WORKING CONDITIONS:

Usual office working conditions. The noise level in the work environment is usually low to moderate, but can be loud at times due to the high volume of calls, and subject to electronic influences and interruptions. Multi-tasking is necessary. Work will take place within an office environment and/or various community meeting rooms. Occasional meetings will be required. Out of town travel or overnight lodging may be required on occasion. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SUPERVISORY RESPONSIBILITIES:

Supervision of others is not a typical function assigned to this position.

SUPERVISION RECEIVED:

Works under the general supervision of the Transportation Operations Director or Deputy Director.