

SEMCAC
Job Description

Job Title: Transportation Dispatcher
Department: Transportation
Grade: 6
Reports To: Operations Manager – Public Transportation
FLSA Status: Non-Exempt

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SUMMARY

The Transportation Dispatcher plays a critical role in ensuring the safe, timely, and efficient operation of Semcac transportation services. This position arranges and coordinates transportation for residents by scheduling volunteer drivers, STS vehicles and public transit vehicles, serving as a primary point of contact for clients, drivers, and transit staff. The Dispatcher is responsible for accurate scheduling, documentation, communication, and real-time problem resolution, requiring professionalism, attention to detail, and the ability to manage multiple tasks. Other Transportation Department duties may be assigned due to changing regulations, service needs, or operational requirements.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Call Management and Customer Service

- Answer incoming calls, messages, and electronic requests for transportation services in a timely, professional, and courteous manner.
 - Communicate clearly and effectively with clients, drivers, bus operators, and staff regarding schedules, changes, delays, and cancellations.
 - Demonstrate working knowledge of transportation program policies, procedures, eligibility requirements, and service boundaries.
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Scheduling and Coordination

- Schedule and coordinate transportation by assigning volunteer drivers, STS van operators, and transit vehicles based on availability, eligibility, and program requirements.
 - Organize and input school schedules and recurring trips into appropriate scheduling software.
 - Communicate real-time service changes to bus/van operators and drivers to ensure continuity of service.
 - Handle emergency, crisis, and service-disruption situations calmly and professionally, following established protocols and escalation procedures.
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Data Management and Recordkeeping

- Maintain accurate, complete, and timely records of rides, client information, driver assignments, and daily activities.
 - Enter, update, and maintain data in dispatching, scheduling, and billing software systems with a high level of accuracy.
 - Maintain a working knowledge of scheduling and dispatch software, including system updates and procedural changes.
 - Code time and activities accurately to the appropriate transportation program.
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Administrative and Operational Support

- Prepare, process, and distribute supplies or materials to clients and staff as requested.
- Protect confidential client, driver, and agency information in accordance with agency policy and applicable regulations.
- Work collaboratively with dispatch, operations, compliance, and administrative staff to support overall transportation operations.

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED) required; six (6) months to one (1) year of related experience and/or training preferred; or an equivalent combination of education and experience. Customer service experience in a call-center, dispatch, transportation, or human services environment is preferred.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business information, technical procedures, and governmental regulations. Ability to write routine reports, correspondence, and documentation. Ability to communicate effectively and respond to questions from clients, drivers, staff, and the public.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide using whole numbers. Ability to work with units of American currency, time, distance, and basic measurements.

REASONING ABILITY

Ability to define problems, collect information, and apply common sense to resolve routine operational issues. Ability to interpret written, oral, and technical instructions and manage multiple tasks in a fast-paced environment.

ACCOUNTABILITY

The employee in this position is expected to maintain a pleasant demeanor, positive attitude, and strong team commitment. The Dispatcher is accountable to the Operations Manager and Transportation Director for accuracy, professionalism, confidentiality, and timely completion of assigned duties while supporting drivers and transportation staff.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid driver's license or ability to travel for staff trainings, meetings, as required.

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PHYSICAL DEMANDS

The physical demands described are representative of those required to perform the essential functions of this job. Reasonable accommodation may be made.

The employee is regularly required to sit; use hands to handle or feel objects; reach with hands and arms; and talk or hear. The employee is occasionally required to lift or move up to ten (10) pounds. Vision requirements include close vision, color vision, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described are representative of those an employee may encounter while performing the essential functions of this job. Reasonable accommodation may be made.

The employee may be occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

PREFERRED QUALIFICATIONS

Prior experience in transportation dispatch, call center operations, customer service, or human services environments is preferred. The ideal candidate will have experience handling high call volumes while multitasking across multiple computer systems in a fast-paced setting. Demonstrated strong phone etiquette, the ability to remain focused, and professionalism during periods of high activity are essential. Candidates should also have a proven ability to manage competing priorities accurately and efficiently while maintaining a high level of attention to detail.

