

SEMCAC
Job Description

Job Title: Transportation Dispatcher
Department: Transportation
Reports To: Operations Manager
FLSA Status: Non-exempt
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Approved By: Pat Georgens
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SUMMARY

Arrange county residents' transportation through scheduling of volunteer drivers and public transit buses.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Transportation:

1. Answer calls/messages for volunteer driver/STS transportation requests in a timely manner.
2. Calls/emails volunteer drivers for arrangement of the requested transportation.
3. Have knowledge of transportation program policies and procedures.
4. Must be able to handle difficult/emergency situations.
5. Verifies U-Care/Blue Plus/MEDICA/South Country requests and arranges transportation for their clients.
6. Notifies clients no later than 3:00pm the day before a requested ride with the name of the driver and pick up time or informs the client that no drivers are available.
7. Have knowledge of the dispatching area for the volunteer driver programs.
8. Keeps accurate records.
9. Mails supplies to volunteers as requested.
10. Keeps an accurate record of daily activities, coding time to the appropriate program.
11. Tracking and Monitoring No Show/Cancel clients in the database and informs insurance company as needed.
12. Monitoring Dead Head miles for all rides.
13. Requesting Dead Head miles for all Blue Plus/UCare rides.
14. Keeping dispatch logs, client database and driver database updated daily and accurate.
15. Working in coordination with county entities, clinics, hospitals, etc to coordinate rides for clients.
16. Checking on client eligibility every month in the online system, MN-ITS.
17. Intake all clients in the Volunteer Driver Program.
18. Using Microsoft programs on a daily basis to dispatch, document and maintain records.
19. Enters all rider/driver info into dispatching software, RoutingBox.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED); or six months related experience and/or training; or equivalent combination of education and experience. Customer service experience is desired.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

ACCOUNTABILITY

The employee in this position will be expected to have a pleasant demeanor, a positive attitude, and a team commitment. The employee must be willing to engage in professional development efforts as available for the position and as requested by their supervisor. The employee in this position is accountable to the Transportation Director for completion of assignments, high standards of accuracy, attention to detail, and timely completion of assignments and tasks.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Drivers License or ability to travel for staff trainings and meetings as required.

PHYSICAL DEMANDS

The physical demands 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.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. Specific vision abilities required by this job include close vision. The employee is occasionally required to lift/move up to 10 pounds. Specific vision abilities required by this job include close vision, color vision and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to wet and/or humid conditions and outside weather conditions. The noise level in the work environment is usually moderate.

THIS JOB DESCRIPTION IS NOT INTENDED TO BE ALL INCLUSIVE, AND THE TRANSPORTATION DISPATCHER/OFFICE ASSISTANT WILL ALSO PERFORM OTHER RELATED DUTIES AS ASSIGNED.

SEMCAC RESERVES THE RIGHT TO REVISE OR CHANGE JOB DUTIES AND RESPONSIBILITIES AS THE NEED ARISES. THIS JOB DESCRIPTION DOES NOT CONSTITUTE A WRITTEN OR IMPLIED CONTRACT OF EMPLOYMENT.

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