



Scheduler / Dispatcher

Reports To

The Transportation Director

Job Overview

Provides support and information daily to Access Tusc Transportation Drivers. Works directly with Operations Manager and Transportation Director to ensure Access Tusc Transportation operates efficiently on a daily basis.

This position is a safety-sensitive position requiring the safe operation of a motor vehicle in the provision of public transit services and the effective transportation of all passengers. Performance of these duties must be conducted in compliance with all applicable DOT, federal, state, local, and system regulations and policies, including U.S. DOT drug and alcohol testing regulations.

Responsibilities and Duties

- Answers incoming calls promptly, gathers comprehensive information, and communicates information to the appropriate individual using a telephone, email, or alternate methods in order to facilitate timely pickup and drop-off of passengers.
- Scheduling client's rides using the Access Tusc automated scheduling and dispatch software, updating the software as needed, maintaining the client database etc.
- Creates a daily schedule of client's rides using Access Tusc automated scheduling and dispatch software for the drivers for the following day. Communicates driver's schedules, vehicle and start times for the following day. Makes adjustments as needed.
- Dispatches/communicates information to drivers, as needed, using the most efficient and fastest means to facilitate the timely pick-up and drop-off of passengers.
- Provides schedule/route information 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, email, or other alternate methods in order to facilitate the timely pickup and drop-off of passengers.
- 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.
- Communicates with drivers, Vehicle Maintenance, Operations Manager and Director of Transportation to facilitate any vehicle maintenance related issues.
- Serves as a back-up driver to facilitate the timely pick-up and drop-off of passengers.

ADDITIONAL DUTIES

Any other functions that may be necessary in meeting the requirements of Access Tusc Transportation, partnering agencies and/or other funders.

PHYSICAL REQUIREMENTS

- Ability to bend, crouch, or kneel.
- Ability to twist, push, or pull.
- Ability to sit in a normal seated position for extended periods of time.
- Cannot be prone to fainting spells, blackouts, dizziness, or seizures.
- Normal hearing, with the aid of corrective devices, as needed (i.e., hearing aid).
- Normal vision, with the aid of corrective devices, as needed (i.e., glasses or contacts).

COGNITIVE REQUIREMENTS

- Self-starter and able to work independently
- Good attitude with need for flexibility in changes in schedule
- Superior time management skills and ability to meet deadlines
- Good handwriting skills
- Must have the ability to analyze and solve problems.
- Must have the ability to learn, understand, and follow all public transit routes/schedules
- 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.
- Ability to comply with current traffic and driver safety regulations as well as all other applicable Federal, State, and local regulations and system policies
- Possess strong organizational skills.
- Ability to analyze and solve problems.
- Ability to effectively communicate, including:
 - Strong oral and written communication skills; and
 - Knowledge of English language.
- Ability to learn, understand, and communicate, as necessary, all schedules/routes.

WORKING CONDITIONS

The dispatcher's hours of work and work schedule vary. The position requires being seated for extended periods of time. The work environment is a controlled setting with normal temperatures and high levels of light. The position requires frequent interaction with drivers and the public.

EDUCATION AND/OR LICENSE REQUIREMENTS

- Must have a valid driver's license, with excellent driving record and be at least 25 years old

- High school diploma.
- No criminal background history
- Submit to pre-employment and random drug and alcohol screenings as needed.
- Computer skills, including Microsoft Office and ability to navigate transportation software and ability to work with a tablet device
- Meet or exceed system-established driver eligibility standards.
- Must possess and maintain a good driving record meeting or exceed system's established driver eligibility standards.
- Must possess and maintain a good driving record meeting or exceeding system-established driver eligibility standards.
- Complete all required Training and Certifications as required and provided by Access Tusc Transportation

"The physical demands described here are the 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."