Prairie Five CAC, Inc.
RIDES Program

Job Description

JOB TITLE:  Dispatcher/Office Worker

REPORTS TO:  Dispatch Office Coordinator

STATUS:  Full Time

HOURS:  40 hours per week
          8 hour shifts approximately from 6:45 a.m. - 5:00 p.m.

POSITION PURPOSE: To perform public transit dispatching and to help with general office duties.

QUALIFICATIONS: High school graduate or equivalent, two (2) years of college preferred or equivalent experience. Familiarity with computers and office equipment required.

KNOWLEDGE, SKILLS AND ABILITIES:
   Knowledge of computer systems/computer language/report writing

   Good oral and written communication skills

   Working knowledge of billing Accounts Receivable

   Working knowledge of road maps

   Ability to establish and maintain an effective working relationship with drivers, human service agencies, and the general public

GENERAL RESPONSIBILITIES:
The dispatcher will be responsible primarily for receiving service requests for transportation by phone and by fax, scheduling of service requests for riders on buses and/or with volunteer drivers using computer dispatching software and preparing reports. He/She will prepare daily trip manifests for drivers and maintain communication with drivers throughout the day. He/She will work closely with the Dispatch Coordinator, Transit Program Manager and Fiscal Department for maintaining billing records for invoicing, payment vouchers for volunteer drivers, and record keeping procedures. Considerable tact and courtesy are required in all dealings with the general public, drivers and agency representatives requesting service. The dispatcher must keep information from Social Service Agencies in strict confidence.
GENERAL RESPONSIBILITIES (continued):
Specifically the dispatcher will be responsible for the following:

Computer scheduling as follows:
- Taking requests for transportation from clients by phone and fax and booking them
- Assigning passengers to buses and volunteer drivers
- Data entry of volunteer records for payment for mileage and reimbursement for meals and lodging
- Preparing bus driver manifests for next day and faxing them to drivers when needed.
- Data entry for scheduling rider analysis
- Communicating with drivers throughout the day

Office duties:
- Maintaining records of service requested and provided for billing purposes
- Recording of requested statistical information as requested
- Other related duties as assigned by Dispatch Coordinator, Program Manager, Executive Director and Board of Directors.

TRAINING REQUIREMENTS:
Drug and alcohol training required within six (6) months of hire.
Familiarity with Right to Know, Bloodborne Pathogens, Sexual Harassment, and other training as required by the Transit Program.

SPECIAL REQUIREMENTS:
Applicant must pass a DOT pre-employment drug test, under the authority of FTA CFR 49 part 40 and 655. Criminal background and driving history checks are required.

TOOLS AND EQUIPMENT USED:
Personal computer, including word processing, spreadsheet, calculator, copy and fax machine, telephone.

PERSONAL 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 frequently required to walk, sit, talk or hear. The employee is required to use hands to finger, handle, feel or operate objects, tools, or controls and reach with hands and arms. The employee may occasionally lift and/or move up to 25 pounds.

The work environment described here is 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.

The noise level is usually quiet in the office.

**SELECTION GUIDELINES:**
Formal application for position, rating of education and experience, oral interview and a reference check will be used. Job related tests may be required.

The duties listed above are intended only as an illustration of the various types of work that may be performed for the position of Dispatcher/Scheduler. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

This job description does not constitute an employment agreement or implied contract of employment between the employer and employee and is subject to change by the employers as the needs of the employer and requirements of the job change. This job description supersedes all others. This job description is not intended to be all-inclusive, and the employee will perform other duties assigned by the Transit Program Manager.

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APPROVAL:________________________________ DATE:____________________

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