

WAPATO SHORES ACCESSIBLE TRANSPORTATION POSITION DESCRIPTION SCHEDULER

Position Title:	Scheduler
Position Reports To:	Operations Director
Full-Time Equivalent:	100%
Positions Supervised:	None
Status:	Non-Exempt

Position Summary

The Scheduler is responsible for producing highly accurate and efficient schedules for the public transportation programs offered by our service. This position utilizes the agency's computerized software program to develop daily schedules within a specified timeline. The Scheduler assists the Operations Director in the support of providing rides throughout the community. This position also coordinates service with existing programs, service partners and customers by communicating effectively; and works with the Service Center staff to provide superior quality customer service to ensure that each person who requests Ride Connection service is treated with dignity, respect and patience.

Core Accountabilities

Agency Values – Consistently demonstrates Ride Connection values in all business interactions and performance. Ride Connection has identified the following as our agency values

- Recognize, nurture and appreciate our customers and staff, paid and volunteer.
- Maintain collaborative relationships with Service Partners.
- Deliver safe, personalized transportation options.
- Assure honest, reliable and accountable business relationships and practices.

Teamwork – Exhibit spirit of cooperation, showing adaptability and flexibility. Support team goals, assist co-workers and show appreciation for others. Communicate effectively and kindly with others.

Respect and Caring – Consistently and respectfully interact with others in a compassionate and professional manner. Maintain confidentiality.

Effective Use of Resources – Use office and position resources effectively. Make efficient use of the time and talents of others.

Initiative – Show independence and ingenuity. Demonstrate creativity in problem solving, contributing new ideas and solutions.

Lead by Example

Major Duties and Responsibilities

- Produces accurate, efficient coordinated schedules by assigning the most appropriate service, within the specified timelines
- Responds to customer complaints, comments, commendations, and other requests as appropriate
- Maintains appropriate records, compiles data and issues reports according to a prescribed timeline
- Transmits assigned rides by fax, phone and/or electronically within a specified timeline
- Confirms/denies rides requested by customers via phone, fax or electronically within a specified timeline
- Monitors the capabilities of our service and communicates findings to the appropriate person(s)
- Maintains open lines of communication with providers concerning route problems, and any unusual circumstances regarding trip manifests
- Reports any operational concerns to the Operations Director
- Represents Ride Connection in a professional manner to our service partners, our funders, and the community
- Develops, maintains, and enhances relationships with Ride Connection staff, partners, customers, and supporters
- Provides superior quality customer service to ensure that each person who requests Wapato Shores Accessible Transportation service is treated with dignity, respect and patience
- Activities of this position actively support inclusive practices that determine the needs and preferences of our target population
- Participates in required training programs and attends all staff meetings as required
- Adheres to current Ride Connection Personnel Policies
- Performs other duties as assigned

Required Qualifications

- High school diploma or equivalent with a minimum of two years of progressively responsible experience in job duties. -or-

- Two (2) years experience in an operations environment, preferably scheduling, dispatching and/or general coordinating duties for a public transportation program. -or-
- Two (2) years experience in positions with a high level of public contact in transportation, social or health services.
- Demonstrated computer skills, and proficient with the Microsoft Office environment and related software
- Ability to communicate professionally, effectively and pleasantly on the phone, and to take and relay complete messages
- Strong organizational skills and ability to manage multiple responsibilities within a specified timeline
- Excellent interpersonal, oral and written communication skills with the ability to exercise good judgment, courtesy, and tact in public contact and handling problems
- Ability to work as a team member with a diverse group of people
- Ability to understand and follow written and oral instructions
- Ability to give clear and concise directions, both orally and in writing
- Ability to work independently on assigned tasks and to make decisions with minimal supervision by prioritizing and organizing tasks
- Ability to meet prescribed deadlines
- Ability to adapt to a rapidly changing environment
- Effective problem-solving skills
- Effective listening skills
- Geographic knowledge of Multnomah, Clackamas, and Washington Counties; map reading skills.
- Maintain a driving record that meets or exceeds Ride Connection's driver standards
- Ability to pass a National Criminal Record Check which includes fingerprint identification

Preferred Qualifications

- Experience working with the older adults and people with disabilities
- Experience and passion working for a Non-Profit organization
- Familiarity with local public transportation systems
- Ability to speak other languages, in addition to English
- Experience working with scheduling software

Physical Requirements

- Repetitive motion.
- Prolonged sitting.
- Extensive visual/hearing involvement.
- Verbally communicate with others.
- Office environment

- Extensive computer work

Note: This job description is intended as a guideline, only, and does not limit in any way the duties or responsibilities of any employee. Nothing herein shall be construed as a contract of employment, expressed or implied. All employment may be terminated at will, with or without cause.

Ride Connection is an Equal Opportunity Employer.