

RIDE CONNECTION POSITION DESCRIPTION DISPATCHER/SCHEDULER

Position Title: Dispatcher/Scheduler
Position Reports To: Service Center Supervisor
Full-Time Equivalent: 100%
Positions Supervised: None
Status: Non-Exempt

Position Summary

The Dispatcher/Scheduler position facilitates getting customers to and from their destinations in an efficient and effective manner for Ride Connection's demand-response public transportation programs by providing the communication link between customers, drivers, agency staff and agency partners in an environment that is often hectic and always changing. Looking at the "big-picture" and taking into account many different factors including operational, timing, customer and funding, the dispatcher/scheduler responds to schedule changes, often last-minute, to maximize efficiency in the system while maintaining a superior level of 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

- Monitors driver routes, adjusting schedules as needed to maximize route efficiency and minimize vehicle hours and miles, ensuring that customers are picked up as close as possible to scheduled times; determining whether trips can be added, and coordinating with drivers, customers, service partners and others as needed around trip changes; all while following network and funding guidelines
- Provides support to drivers including, but not limited to: advising drivers of traffic conditions, detours, and other vehicles' status; assisting with directions
- Provides support to Travel Navigators including, but not limited to: cancelations, ETA's, same day ride requests, time changes, etc.
- Confirms no-shows and cancellations, and adjusts schedules accordingly.
- Advises customers of their trip status
- Produces accurate, efficient coordinated schedules by assigning the most appropriate service partner or BPA provider, within the specified time lines
- Assists in scheduling and dispatching drivers to appropriate locations according to customer requests, specifications, or needs, within our guidelines using radios, telephones, mobile devices, and other communication tools
- Transmits assigned rides to service providers by fax, phone and/or electronically within a specified timeline
- Processes and evaluates information received, prioritizes calls and dispatches required units and/or agencies
- Utilizes technology such as computers, two-way radio, ,telephones, fax machines and other communication equipment
- Maintains appropriate records, compiles data and issues reports according to a prescribed timeline
- Confirms/denies rides requested by customers via phone, fax or electronically within a specified timeline
- Record and maintain files and records of customer requests, work or services performed, and other dispatch information
- Reports any call center or scheduling operational concerns to Service Center Supervisor
- Performs in a back-up role for the Travel Navigators and/or Schedulers as needed including, but not limited to answering incoming calls from customers, their representatives, and the public

- 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 Ride Connection service is treated with dignity, respect and patience
- 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 the equivalent combination of education and/or relevant experience
- Two (2) years experience in an operations environment, preferably scheduling, dispatching and/or general coordinating duties for a public transportation program
- Two (2) years of customer service experience
- Ability to communicate using two-way radio and telephone equipment
- Ability to operate a variety of communications equipment effectively
- Ability in reading and interpreting maps to determine locations and boundaries
- Geographic knowledge of Multnomah, Clackamas, and Washington Counties
- 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
- Ability to pass a drug or alcohol screening
- Ability to pass a National Criminal Record Check which includes fingerprint identification

- This position may be required to perform “Safety Sensitive” duties per FTA guidelines. When required the employee assigned to this position must participate and remain in compliance with the FTA Drug and Alcohol testing program, including pre-employment and random, reasonable suspicion testing

Preferred Qualifications

- Experience working with 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 RouteMatch or other 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.