

## **JOB DESCRIPTION**

**PROGRAM:** Transportation Services  
**JOB TITLE:** Transportation Dispatcher  
**CLASSIFICATION:** Scheduler I  
**PAY GRADE:** 8

### **JOB SUMMARY**

This is a specialized position involving the processing, analyzing, and manipulation of complex information and documents relative to dispatching the STEP Transportation Services. Work involves performing a variety of functions associated with the dispatching of trips and vehicles utilizing the Ecolane Transportation Services software program as part of the overall operations of Transportation Services. Although this position primarily dispatches transportation services, the dispatcher may perform other specialized tasks, as needed, within the department. Work is subject to periodic changes and requires adaptability to shifts in work schedule.

### **SUPERVISORY RELATIONSHIPS**

**SUPERVISES:** Not Applicable  
**REPORTS TO:** Assistant Program Manager Transportation

### **QUALIFICATIONS**

- High school diploma or its equivalent and any combination of education and experience that demonstrates possession of the required knowledge, skills, and abilities;
- Knowledge of the geographic area of Lycoming and Clinton counties;
- Keyboarding experience with computers;
- Possession and maintenance of a valid driver's license; access to reliable daily transportation carrying adequate insurance;
- Pennsylvania State Police Criminal History Clearance, Child Abuse Clearance, and FBI Clearance current within 90 days of employment;
- Clear speaking voice and the mental and physical ability to perform essential job functions without any health restrictions, including the following: the ability to sit for long periods of time, stand, climb stairs, carry up to twenty pounds unassisted, and assist passengers (including passengers with restricted mobility) to enter and exit the vehicles; have unrestricted use of the upper body, finger dexterity, and corrected or uncorrected hearing and vision within normal ranges.

### **GENERAL REQUIREMENTS**

- Upon conditional offer of employment, the individual shall submit to a pre-employment substance abuse test in which the results are confirmed negative; and,
- As part of ongoing employment, complies with all federal and agency alcohol and substance abuse policies and regulations which apply to safety-sensitive positions, including required substance abuse testing and reporting.

### **SPECIFIC DUTIES**

- ❖ Dispatch transportation for the STEP Transportation Program passengers and manage daily driver routes implementation; ensure scheduling is accurate in order to provide efficient services;
- ❖ Operate and communicate professionally with Drivers on a two-way communication system;

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- manipulate driver route schedules to ensure a seamless progression of trip assignments from vehicle pull out to route pull in;
- ❖ Amend driver routes to effectively reflect work shift schedules compatible with programmatic documents;
  - ❖ In collaboration with the scheduler, review The Daily Driver Assignment Sheet, ensure all vehicle runs have an assigned vehicle and adequate time availability;
  - ❖ Ensure each Driver successfully logs onto Ecolane software and has performed initial daily requirements to begin route and passenger assignments;
  - ❖ Monitor driver and fleet On Time Trip Performance for appointment arrivals;
  - ❖ Review a No Run list to ensure all trips are scheduled to a vehicle route throughout each service day;
  - ❖ Monitor all vehicle runs and Drivers to ensure stops are performed correctly and are on time throughout each service day;
  - ❖ Manage run availability and order changes when necessary;
  - ❖ Manage fleet Run Status screen for emergency event situation;
  - ❖ Observe vehicles in real time to communicate actual vehicle location arrival times in response to client telephone calls;
  - ❖ Perform various trip functions: stop order edits, necessary trip reassignments, trip cancellations and “will call” trip allocations, as required;
  - ❖ Manage Ecolane information to log and review trip and Driver performance;
  - ❖ Review trip “no shows” as they appear in the system or are communicated from Drivers and take appropriate action;
  - ❖ Ensure vehicle pull in is completed and all Drivers have successfully logged off the Ecolane system;
  - ❖ Ensure all demand trips are accounted for, including handling all open “will calls”;
  - ❖ Cancel any outstanding open demand trip that will not be performed;
  - ❖ Prepare for the next day of service through a review of early morning demand trips;
  - ❖ Coordinate Shared-Ride Drivers and a contingent of vehicles supplied by subcontractors (Billtown Cab Co. and Lock Haven Taxi) for an overflow volume of demand trips;
  - ❖ Ensure daily averages of 400 completed demand trips are afforded safe transport and appointment trip arrivals are completed on time each service day;
  - ❖ Answer telephone, accept calls requesting service, and properly process information;
  - ❖ Promote a positive image of STEP to passengers and the general public; maintain positive communications with passengers and their families;
  - ❖ Interact with other staff, passengers and the general public in a professional manner; promote a positive image of STEP to clients and the general public;
  - ❖ As needed:
    - Operate program vehicles in a safe and skillful manner and transport passengers;
    - Perform other specialized clerical tasks within Transportation Services;
  - ❖ Attend staff meetings, as required;
  - ❖ Cross-train to perform within other the STEP Transportation Program positions, as needed or required; and,
  - ❖ Perform related work, as required.

**REQUIRED KNOWLEDGE, SKILLS, & ABILITIES**

- ❖ Knowledge of the following:

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- Policies, rules, and regulations that relate to the STEP Transportation Program;
  - Geographic area of Lycoming and Clinton counties;
  - Basic principles of dispatching transport vehicles;
  - Basic keyboard techniques; and,
  - Proper use of two-way radios.
- ❖ Skills in the following:
- Use of a computer keyboard; and,
  - Operation of personal computer hardware used in networking environments using monitors, mouse, keyboard, disk drives, and printers.
- ❖ Ability to perform the following:
- Communicate and interact professionally with associates, passengers, and the general public;
  - Understand and carry out written and oral instructions;
  - Perform basic arithmetic calculations;
  - Plan and organize work and develop effective work methods in an area that involves periodic shifts in work schedule, prepare adequate records and reports, and demonstrate a high level of attention to detail;
  - Establish and maintain effective, customer-friendly working relationships with program participants, other staff members, outside agencies and institutions, and the general public;
  - Collect, organize, and process information related to transportation services to assure timely submission, as requested; and,
  - Operate vehicles in a safe and skillful manner;