

JOB DESCRIPTION

PROGRAM: STEP Transportation Program

JOB TITLE: Transportation Dispatcher

PAY GRADE: 7

JOB SUMMARY

This is a specialized position involving the processing, analyzing, and manipulation of complex information and documents related to dispatching the STEP Transportation Services. This position requires an individual who is a proficient communicator, driven, possesses effective interpersonal skills, and someone who can create positive and effective relationships with the drivers, partner agencies, and the transportation team. 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. This position requires constant review of all driver runs for efficiency, on time performance, and other key factors. Must have the ability to solve problems quickly and be willing to help provide the best customer service for clients, drivers, and office staff. Although this position primarily dispatches transportation services, the dispatcher may perform other specialized tasks, as needed, within Transportation Services. Work is subject to periodic changes and requires adaptability to shifts in work schedule.

SUPERVISORY RELATIONSHIPS

SUPERVISES: Not Applicable

REPORTS TO: Assistant Transportation Director

ESSENTIAL QUALIFICATIONS

- ☐ High school diploma or GED certificate;
- ☐ Two years of experience in customer service, communications, or transportation dispatching;
- ☐ Knowledge of the geographic area of Lycoming and Clinton counties;
- ☐ Effective customer service and communication skills;
- ☐ Must be able to multi-task in a fast-paced environment and handle high-pressure and emergency situations;
- ☐ Must be a dependable, professional, and responsible team player;
- ☐ Proficient use of computers; experience using dispatching software is a plus;
- ☐ Understanding the principals of managing routes and dispatching schedules for transportation;
- ☐ Organizational skills and analytical thinking with attention to detail; and,
- ☐ Prioritization skills and the capacity to problem solve and critically think throughout the day.

SPECIAL JOB 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 on-going 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.

GENERAL REQUIREMENTS

- ☐ Pennsylvania State Police Criminal History Clearance, Child Abuse Clearance, FBI Clearance, and National Sex Offender Registry check prior to hire;

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- ☐ Clear speaking voice and the mental and physical ability to perform essential job functions with or without any health restrictions, including the ability to sit for extended periods of time, stand, climb stairs, carry up to twenty pounds unassisted, have unrestricted use of the upper body, finger dexterity, and corrected or uncorrected hearing and vision within normal ranges;
- ☐ Flexibility to work altered and non-traditional work schedules, as assigned; and,
- ☐ Participation in job-related trainings, as assigned.

SPECIFIC DUTIES

- ❖ Communicate effectively with staff regarding changes to trips, drivers, vans, incidents, or accidents that occurred during the shift;
- ❖ 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;
- ❖ Oversee driver route schedules to ensure a seamless progression of trip assignments from vehicle pull-out to route pull-in;
- ❖ Ensure all drivers are logged in and perform their pull-out;
- ❖ Monitor schedules to ensure drivers are performing stops correctly and are on time;
- ❖ Monitor alerts page to review possible late/unassigned trips;
- ❖ Prepare for the next hour of business by reviewing upcoming trips in the schedules;
- ❖ Monitor the “Run Utilization” in Ecolane to ensure that resources are deployed in an efficient and effective manner;
- ❖ Consults with Driver Supervisors with respect to the availability of staff, vehicles, etc.;
- ❖ Dispatch drivers/vehicles to appropriate locations according to predetermined schedules, customer requests, or immediate needs;
- ❖ Relaying information such as messages to and from drivers, supervisors, community agencies, or emergency personnel accurately and completely;
- ❖ Using telephones, two-way radios, or text messages to contact employees or emergency personnel;
- ❖ Speaking with supervisors or customers to resolve problems, requests for services, or equipment;
- ❖ Foresight to optimally control the flow of the transportation fleet through effective vehicle routing as the daily runs are being completed;
- ❖ Communicate professionally with drivers;
- ❖ Respond to and/or report grievances coming from our clients or drivers, and assist the process of finding resolutions;
- ❖ Ensure all trips and drivers are accounted for at the end of the day;
- ❖ Ensure all drivers perform their pull-in and are logged out at the end of the day;
- ❖ Amend driver routes to effectively reflect work shift schedules compatible with programmatic documents;
- ❖ Collaborate and review the Daily Driver Assignment Sheet; ensure all vehicle runs have an assigned vehicle and adequate time availability;
- ❖ 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;
- ❖ 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

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to client telephone calls;

- ❖ Perform various trip functions: stop order edits, necessary trip reassignments, trip cancellations, and “will call” trip allocations, as required;
- ❖ Review trip “no shows” as they appear in the system or are communicated from Drivers and take appropriate action;
- ❖ Ensure all demand trips are accounted for, including handling all open “will call” trips;
- ❖ Ensure daily averages of around 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;
- ❖ Perform other specialized clerical tasks within Transportation Services, as needed;
- ❖ Attend staff meetings, as required;
- ❖ Cross-train to perform other positions within the STEP Transportation Program, as needed or required; and,
- ❖ Perform related work, as required.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

- ❖ Knowledge of the following:
 - Policies, rules, and regulations that relate to the STEP Transportation Program;
 - Geographic area of Lycoming and Clinton counties;
 - Basic principles of dispatching transport vehicles;
 - Use of Computers for dispatch/scheduling duties and other office related duties;
 - Basic keyboard techniques and Microsoft Excel, Word, and Outlook; and,
 - Proper use of two-way radios.
- ❖ Skill in the following:
 - Excellent communication skills to collaborate with others under any type of condition;
 - Excellent organizational skills to keep track of schedules, routes, and personnel;
 - Patient and effective at listening to and resolving the callers’ problems; and,
 - Operation of a personal computer hardware used in networking environments using monitors, mouse, keyboard, disk drives, and printers.
- ❖ Ability to perform the following:
 - Multitask with different and sometimes conflicting events happening at the same time;
 - Work under stress and remain calm; calm other people during rapidly changing circumstances; relay information in a fast-paced constantly changing environment;
 - Demonstrate effective problem solving and critical thinking abilities;
 - Deal with conflict resolution and develop logical solutions to any problems that arise;
 - Communicate in a clear and concise manner; interact professionally with associates, passengers, and the general public;
 - Understand and carry out written and oral instructions and accept constructive criticism and react positively;
 - 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;

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- 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,
- Maintain confidentiality at all times.