

SYCAMORE SERVICES, INC.
POSITION DESCRIPTION

TITLE: Transportation Dispatcher

DEPARTMENT: Morgan County Connect

Job Analysis Conducted: January 2013

Revised: March 2017

Note: Statements included in this description are the essential functions of this position.
Other non-essential functions may be assigned.

Relationship

Reports to: Director of Morgan County Connect

Supervises: None

Internal contacts: All Staff

External contacts: Participants, General Public, Community Contacts,
Personnel from other Organizations

Work environment: 100% Office

Scheduled work hours:

Job Summary

Set up appointments with customers and/or personnel from other organizations. Coordinate transportation schedule with drivers. Maintain all client data records for transportation department. Enter data daily into the transportation computer program as transportation appointments are set and print tickets for drivers at end of each day. Coordinate maintenance of all vehicles, first aid supplies for vehicles, and transportation department training on an as needed basis.

Job Qualifications

- A. High School diploma or GED required.
- B. Training or experience in bookkeeping, data management, and office administration preferred.
- C. Training or experience in word processing and spreadsheets preferred.
- D. Able to communicate effectively via two-way radio and answer a multi-line phone system required.
- E. Ability to be flexible, organized, detail-oriented, responsible and a team player.
- F. Excellent customer service and verbal/written communication skills.
- G. Able to carry out job duties with minimal supervision.

Essential Functions

- A. Customer Liaison
 - 1. Answer phones in professional and courteous manner.
 - 2. Provide assistance to callers or direct to appropriate staff person.
 - 3. Receive and manage customer and/or other organizations phone calls to schedule appointments.
 - 4. Record or relay accurate messages to appropriate parties.
 - 5. Communicate effectively via two-way radio and answer a multi-line phone system in timely manner.
 - 6. Confirm customer appointments prior to scheduled appointment to ensure transportation services are still needed.
 - 7. Ensures quality service by performing random customer service calls and submits results to Director.
- B. Data Entry
 - 1. Maintain the customer information database as needed.
- C. General Clerical
 - 1. Maintain all transportation department records.
 - 2. Interacts with customer information by scheduling the client data base and tickets on a daily basis.
 - 3. Ensure proper operation/maintenance of home office equipment.
 - 4. Assist drivers with schedule and notify them if any problems arise.
 - 5. Submit monthly transportation report and other documents as needed.
 - 6. Attend staff meetings as scheduled and take transportation training as needed.
- D. Sycamore Services Team
 - 1. Promote and uphold the agency mission statement
 - 2. Support Director in completion of department responsibilities.
 - 2. Perform other duties as needed.



Approved

3-27-17

Date