

Job Title: Transportation Scheduler

Reports To: Transportation and Maintenance Supervisor

FLSA Status: Non-Exempt, Full- or Part-time

Department: Transportation

Location: Denton Office

<p>Summary: Prepares driver schedules by an established deadline for the following workday and provides additional (backup) support to Dispatch as needed.</p>

Essential Duties and Responsibilities

Prepares driver schedules by an established deadline for the following workday.

Questions callers to determine locations, time, and destinations of needed rides.

Notifies demand response passengers of scheduled trip changes.

Coordinates transportation activity, maintaining maximum efficiency by determining suitable availability and assigning requests for service to drivers. Schedules work as to minimize or eliminate overtime, to allot appropriate number of hours to each driver, and to account for vehicles which are out of service.

Adjusts schedules as necessary to accommodate driver training, certification, testing needs, last minute trip requests, accidents, delays, and cancellations.

Correctly calculates drive times and accurately geocodes trips.

Updates, validates, and prints driver manifests. Inputs driver manifests into time keeping system.

Prepares and reviews daily reports as required.

Assists Dispatchers and Transportation and Maintenance Supervisor with managing third party provider accounts and riders.

May arrange for relief vehicles and/or drivers in the event of accidents or vehicle malfunction.

Provides Lead Transportation Dispatcher or Transportation Supervisor with all vital and accurate information relating to problems, incidents, or any significant event involving drivers, passengers, or vehicles.

Initiates proper procedure following policy in the event of accident or medical emergency for passenger or driver and coordinates with Lead Transportation Dispatcher or Transportation Supervisor.

Provides backup support for Dispatch as required. This includes, but is not limited to answering phones, answering questions for riders, communicating with drivers, and performing opening/closing tasks.

Attend trainings and meetings as required. Punctual and reliable.

Other duties as assigned.

Education/Experience:

High school diploma or equivalent (GED) preferred. At least one year of related experience; or equivalent combination of education/training and experience. Working knowledge of scheduling software preferred. Bi-lingual (Spanish) a plus.

Key Skills and Abilities:

Ability to read, write, speak, and comprehend the English language.

Strong attention to detail and able to follow verbal or written instructions.

High aptitude and affinity for solving puzzles.

Strong interpersonal and customer service skills.

Able to write routine reports and correspondence.

Ability to coordinate several tasks at the same time and prioritize them based on appropriate sense of urgency, while under sometimes stressful conditions.

Sufficient familiarity with geography and traffic patterns in Denton County and surrounding counties in order to effectively plan routes.

Ability to work independently and exercise sound judgement and discretion.

Ability to problem solve in standard situations and circumstances.

Basic level of computing/math skills. Includes, but not limited to, ability to add, subtract, multiply, and divide in all units of measure.

Able to develop and maintain professional relationships with coworkers and clients.

Proficient in Microsoft Office products, the internet, and electronic e-mail, as well as operating standard office machinery. Able to learn and adapt to other software used in the position.

Supervisory Responsibilities:

This job has no supervisory responsibilities.

Work Environment:

Primarily in an office environment. Depending on assigned shift, environment can be loud with many distractions or quiet/solitary.

Physical Demands:

While performing the duties of this job the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; talk or hear and taste or smell. The employee is regularly required to sit and may have extended periods of using a telephone, computer, and other electronic devices. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee is occasionally required to lift up to 15 pounds. The vision requirements include: ability to adjust focus, depth perception, peripheral vision, distance vision and close vision.