



CAREER OPPORTUNITY PARATRANSIT – SCHEDULER COORDINATOR

Department: Mobility Services

Reports To: Paratransit /ADA Program Manager

Salary: \$42,000.00

Status: Full-time/Exempt

Work Hours:

Must be available to work flexible schedule; including weekends and holidays between the hours of 4 am to 2:30 am

Summary

Assure all the Paratransit Drivers are appropriately scheduled most efficiently. Able to confirm thorough and professional communicates with Operators and Drivers. Have the ability to maintain a calm demeanor while working in a busy and diverse workplace. Check to make sure all previous scheduling is appropriately entered in the system daily through the workday.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Coordinate the daily operation of the fleet of drivers, ensuring timely completion of assigned workload.
- Makes decisions accurately and independently.
- Contacts a supervisor when needing input.
- Able to organize self and workload in an efficient and effective manner.
- Reviews and prepares next days' schedules.
- Radio and Telephone Communication.
- Uses a two-way radio to communicate information with drivers.
- Speaks in a clear and sensitive way when interacting with others.
- Handles stressful situations without compromising service or quality.
- Delivers instructions over the radio to Drivers as needed.
- Accurately completes all required paperwork and data entry.
- Records decisions accurately and independently.
- Adds information on ride requests into the computer for Drivers to review.
- Scheduling daily to assure the drivers are being communicated to most efficiently.
- Plans accordingly to provide optimum utilization of Company resources.
- Ability to closely monitor expenditure of van and driver hours as budgeted.
- Maintains professional attitude and performance in all interactions with clients and staff
- Adheres to Company Confidentiality standards.
- Must be fast paced, must be organized, friendly
- Must be able to instruct the assistant professionally if any adjustments need to be made
- Other duties may be assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to work a flexible schedule including evenings, weekends and holidays as deemed necessary by the management staff.

EDUCATION and EXPERIENCE

- High school diploma or equivalent.
- Three- Five previous paratransit and dispatch experience.
- Strong computer skills with knowledge of Microsoft Office
- Ability to learn and be proficient with new software
- Excellent communication skills in person, over the phone.
- Experienced with a two-way communication device.
- Excellent knowledge of service area streets, landmarks, and institutions.
- Excellent understanding of traffic patterns and their impact on paratransit operations.
- Must have a positive attitude and be able to work in a team environment.
- Ability to deal patiently and in a friendly manner with drivers with problems and complaints and remain calm.
- Must be comfortable in a production-oriented environment with quality and efficiency goals.
- Analytical skills.
- Strong passion for delivering an exceptional guest/customer experience with every guest/customer interaction.
- Proven interpersonal skills dealing with the public required.
- Ability to interact professionally and in a friendly manner with internal customers on all levels and be able to work well with diverse groups.
- Ability to deal patiently and in a friendly way with external customer problems and complaints and remain courteous when faced with difficult or angry customers.

REASONING ABILITY

- Ability to apply common sense understanding to carry out detailed written or oral instructions. Ability to deal with problems involving several variables in wide-ranging situations.
- Analytical skills.
- Strong passion for delivering an exceptional guest/customer experience with every guest/customer interaction.
- Proven interpersonal skills dealing with the public required.
- Ability to interact professionally and in a friendly manner with internal customers on all levels and be able to work well with diverse groups.

Submit resume or request employment application at HR@catchacat.org. Please state the title of the position applying for in the subject line of the email.

EOE/M/F/D/V