



## CAREER OPPORTUNITY

### PARATRANSIT SCHEDULER ASSISTANT

**Department:** Mobility Services

**Reports To:** Paratransit /ADA Program Manager

**Salary:** \$38,000.00

**Status:** Full-time/Exempt

**Work Hours:**

**Must be available to work flexible schedule including weekends and holidays 4:00 am to @ 2:30 am**

**SUMMARY:**

Create the Paratransit Drivers daily schedule and use of vehicles/drivers for the entire operating hours. Assure all schedule are create in a timely manner for the Schedule Coordinator to be able to check and make any necessary changes through the day.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- 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 two-way radio to communicate information with drivers
- Speaks in a clear and sensitive manner when interacting with others
- Handles stressful situations without compromising service or quality
- Accurately completes all required paperwork and data entry
- Records decisions accurately and independently
- Adds information on ride requests into computer
- Ensure the proper documentation/forms are completed after accidents or unusual incidents
- Scheduling
- Schedules 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

**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, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE**

- High school diploma or equivalent.
- Two (2) – three (3) previous paratransit and/or 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 knowledge 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 external customer problems and complaints and remain courteous when faced with difficult or angry customers.
- Must be comfortable in a production oriented environment with quality and efficiency goals.
- Analytical skills.
- Strong passion for delivering a great 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 friendly 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 a great 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.

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**Submit resume or request employment application at [HR@catchacat.org](mailto:HR@catchacat.org). Please state the title of the position applying for in the subject line of the email.**