

Job Description – Union Position
Town of Pembroke, Massachusetts

Position Title

Dispatcher/Transportation Coordinator (Step 1 \$18.97 per hour)

19 Hours/Week

Position Purpose:

The primary function of this position is to coordinate transportation services for the senior and disabled population in the Town, in a timely manner, in accordance with the Town, COA and GATRA policies. This role also assists with coordinating programs and events as required; performs all other related work as required. This position is critical to the day to day operation of the COA.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Responsible for scheduling and dispatching transportation services for residents of Pembroke
- Take calls, prepare driver schedules daily
- Assist in the transportation of private medical rides
- Gives priority service to emergencies and elders with greatest need
- Assists with the scheduling and coordination of programs and events for the senior population. Promote programs, attract attendees and arrange transportation to programs
- Keeps track of and schedule all driver records and trainings on a timely basis
- Arranges for the servicing and scheduled maintenance of transport vehicles
- Collects and prepares monthly statistical program information: mileage reports for GATRA, reimbursements and gets medical ride information to the Principal clerk
- Collects forms from drivers daily and reconciles receipts of the day
- Assist with events on a regular basis
- Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:

Education, Training and Experience:

High School Diploma; Three (3+) years of dispatch experience with at least two years of customer service experience working with a diverse public; or any equivalent combination of education and/or work experience. Experience with elders in desirable. Must complete required training.

Knowledge, Ability, Desirable Qualifications and Skill:

Knowledge: Proficient in MS, thorough knowledge of office practices and procedures; some knowledge of elder issues, services and resources are desirable. Knowledge of MySenior Center software preferred.

Ability: to take direction but work independently, ability to assist elderly clients in a friendly, tactful, and effective manner in sometimes time sensitive and stressful situations; ability to communicate effectively orally and in writing; ability to use a variety of computer programs as directed. Ability to multi-task and perform tasks despite interruptions.

Desirable Qualifications: Pleasant personality, flexible and able to interact well with others, sense of humor.

Skill: Excellent interpersonal and customer service skills; attention to detail; planning and organizational skills; proficient computer skills of word processing, data entry, statistical reports. Able to follow directions and complete assignments.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Regularly required to stand, walk, crouch, stoop, and sit; must be able to manipulate objects, tools, or controls, and be able to pick up and use books, and other common objects. Assists elderly clients to stand and/or sit; lifts and/or moves objects weighing up to 30 pounds.

Supervision:

Works under the general supervision of the COA Director

Job Environment:

- Work is performed in a typical office conditions, with interruptions to respond to requests for service
- Operates a computer, facsimile machine, copier, calculator, typewriter, and other standard office equipment
- Has frequent contact with the public, seniors, volunteers, service providers, vendors and town officials. Contacts are in person and by telephone as well as in writing and involve an information exchange dialogue
- Has access to department-related confidential information, including personal information about clients
- Errors could result in significant delay, confusion, loss of trust, adverse public relations, legal and/or financial repercussions to the Town, and possible injury to self or elderly clients

(This job description does not constitute an employment agreement between the employers and is subject to change by the employer as the needs of the employer and requirements of the job change.)

Pay Equity/Equal Opportunity/Americans with Disabilities Act Employer