HENDRICKS COUNTY SENIOR SERVICES
JOB DESCRIPTION

A.   POSITION TITLE: Dispatch

B.   POSITION CLASSIFICATION: Hourly, as needed

C.   PRIMARY FUNCTION
Under general supervision, plans, schedules, oversees, and keeps records for the demand response transit services (LINK); processes and verifies transit fares; administers Americans with Disability Act (ADA) related transit requests; operates LINK vehicles; and other duties as assigned.

D.   QUALIFICATIONS
Educational: Some college preferred.
Experience: Experience with older adults; knowledge of area roads; computer competency; driver experience preferred.
Personal: Professional; organized; works independently; works well with others; follows agency policies and procedures; empathetic to older adults and adults with disabilities.

E.   ORGANIZATIONAL RELATIONSHIP
Responsibility: Responsible to Transportation Coordinator

F.   MAJOR RESPONSIBILITIES

1. Schedules ride appointments and requests for return trips using the current transit software.
2. Provides excellent customer service; takes client appointments by phone; documents all customer complaints.
3. Provide quick solutions to scheduling conflicts caused by circumstances out of driver or dispatcher control.
4. Assigns drivers according to trip manifest.
5. Dispatches trip requests to the appropriate drivers.
6. Prepares and maintains daily driver dispatch; prepares daily trip sheets, validates and audits all trips.
7. Collects and records program donations and fees from drivers.
8. Calmly assists drivers experiencing an emergency, incident, or accident according to agency policies and procedures.
9. Follows required drug and alcohol procedures, according to agency policies and procedures.
10. Follows up with Transportation Coordinator to ensure maintenance and upkeep of agency vehicles.
11. Immediately alerts drivers to complaints/ issues related to safety, traffic, and ride changes.
12. Assists to complete required reports for program.
13. Opens/closes transportation office.

G.   TEAMWORK
1. Assist any other service area when needed and requested.
2. Maintains poise and courteousness under pressure.
3. Attends department meetings as requested.

H. OTHER RESPONSIBILITIES
1. Maintain CPR certification.
2. Receive, review, understand, and agree to follow the policies of Hendricks County Senior Services as detailed in the agency's employee handbook.

ESSENTIAL PHYSICAL/ MENTAL FUNCTIONS:
- Must be able to speak clearly and distinctly.
- Must have visual, hearing and mental ability to initiate, comprehend and communicate written and verbal communication and financial information.
- Must be willing to be responsible for and maintain job-related supplies and equipment according to Agency policy and expectations.
- Must be able to operate/acquire the skills to operate office communication equipment and software systems.
- Must be able to access files and documents from file cabinets.
- Must be able to perform tasks involving sitting and physical activity such as such as light lifting, some bending, stooping and standing.
- Must be able to perform repetitive tasks such as keyboarding on assigned computer systems.

ESSENTIAL HAZARDOUS /PHYSICAL EXPOSURES:
- Potential to travel in inclement weather.

CHEMICAL OR HAZARDOUS MATERIALS EXPOSURE:
- Potential exposure to cleaning substances within office environment.
- Potential exposure to substances within office environment including copy machine toner, VDT emissions and cleaning solvents.
- Potential exposure to chemical/cleaning substances in Agency.

OTHER SPECIAL CONSIDERATIONS:
- Must be able to function in a stressful environment and meet deadlines as requested.
- Must travel within the service area to respond to vehicle accidents or to transport drivers for drug/alcohol testing.
- This is a safety-sensitive role.

Employee Signature and Date:

"I have read and understand the job description for Dispatch."

_____
Employee Name (Please Print)

_____   _____
Employee Signature   Date

_____
Supervisor Name (Please Print)

_____   _____
Supervisor Signature   Date