

Mini Bus Dispatcher

General Description

This is responsible senior services work in dispatching mini buses for transportation of the elderly and disabled.

Work involves responsibility for arranging transportation of senior citizens and disabled to a variety of locations. Duties include receiving requests for services, enrolling members, scheduling, supervising and maintaining radio communications with mini bus drivers, preparing reservation sheets and keeping related computerized files and records. This position has the responsibility for making routine scheduling decisions and decisions related to cancellations of services due to weather or other issues. The work requires that the employee have good knowledge, skill and ability in organizing and coordinating transportation services and record keeping and reimbursement for grants.

Supervision Received

Works under the general supervision of the Senior Affairs Administrator.

The position has the reporting responsibility to the related granting agencies.

Examples of Duties

Meets with the Senior Affairs Administrator to provide input to policy decisions regarding the operation of transportation services for the elderly and disabled.

Keep informed as to best practices and makes recommendations and assists with implementation to improve efficiencies and performance.

Supervises a small staff of mini bus drivers. Trains, schedules and assigns work and maintains and signs time records. Provides performance reviews for drivers. Issues basic discipline at the crew leader level.

Answers incoming calls requesting transportation. Prepares reservation sheets for the use of mini bus drivers.

Maintains radio communications with drivers and vendors for cancellations or breakdowns on buses.

Makes arrangements for transportation to and from special events.

Maintains statistics on a monthly basis including mileage, fuel usage, trips and number of **riders** using mini bus services on computer.

Meets with citizens to resolve basic transportation complaints.

Receives and records donations to the program in increments of less than 100 dollars.

Mini bus Dispatcher (continued)

Examples of Duties

Organizes items to go to and from Senior Center using buses such as newsletters, keys and mail.

Maintains membership information on senior citizens and disabled riders such as addresses and home phone numbers.

May be expected fill in for a mini bus driver on occasion.

Contacts the city garage for maintenance and repair of mini buses.

Performs related work as required.

Knowledge, Skills and Abilities

Good knowledge of the practices and principles of the operation of transportation services for the elderly and disabled.

Good knowledge of City geography.

Good organizational skills.

Good ability to schedule and assign mini bus drivers efficiently.

Good ability to report statistics to granting agencies.

Good ability to maintain computerized records accurately.

Good ability to develop and maintain effective working relationships with drivers, superiors, associates and the general public.

Qualifications

Graduation from high school or the equivalent and two years of experience in work involving public contact.

Special Requirements

Must have and maintain a CDL in good standing at time of hire, bump or promotion.