

MARION SENIOR SERVICES
Job Description

Position	Reports To	HR Use Only
Transportation Dispatcher	Operations Manager	
Employee Name	Employee Signature	Date
I have read the job description and can perform the essential functions of this position with or without accommodation.		

SUMMARY

The Transportation Dispatcher is responsible for monitoring and directing vehicle operators.

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

- Assure maximum utilization of vehicles by constant monitoring and directing of vehicle operators.
- Call substitute vehicle operators as required.
- Operate computer by entering and extracting pertinent data.
- Communicate information via 2-way radio and telephone in a timely and efficient manner to assure proper service delivery.
- Demonstrate good customer service skills both with internal (drivers, employees) and external customers
- Schedule vehicles for maintenance as needed.
- Monitor and assign back-up vehicles.
- Maintain required records and reports.
- Works with minimal supervision in directing busses and solving issues that arise during the course of the shift.
- Safety sensitive position that requires Random drug testing as defined by the Federal Transportation Authority (FTA)
- Ability to operate within the Route Match software program to assign, move and/or cancel trips accordingly

SUPERVISORY RESPONSIBILITIES This job has no supervisory responsibilities.

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 individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

- High School diploma or equivalent.
- Excellent Communication and Customer services skills
- 1 year experience in customer service and dealing with the public
- Experience with Microsoft Word, Excel, Access, Outlook and Internet
- Ability to understand and to carry out detailed but uninvolved written or oral instructions.
- Ability to handle stressful situations with professionalism and courtesy

CERTIFICATES, LICENSES, REGISTRATIONS

- Valid FL driver's license and clean driving record that meets company's insurance standards

MINIMUM NECESSARY RESTRICTION TO PHI To perform the functions of this job, persons in this position may require access to or exposure to client information, medical records or computer applications that contain Protected Health Information including, but not limited to electronic medical information, client medical records, written information, faxed information or spoken word. Incidental exposure of Protected Health Information may occur during the workday.

The EEO Policy of Marion Senior Services (MSS) prohibits job discrimination on the basis of race, color, religion, sex, national origin, or disability.

Incumbents in this position must make all reasonable efforts to preserve the confidentiality and integrity of Protected Health Information and not to use or disclose more than the minimum amount of Protected Health Information necessary to accomplish the intended purpose of their position responsibilities.

LANGUAGE SKILLS

- Ability to read and interpret common program guidelines and procedures such as safety rules, operating and maintenance instructions and procedure manuals.

MATHEMATICAL SKILLS

- Ability to add, subtract, multiply or divide numbers and currency.
- Ability to apply concepts such as fractions, percentages and proportions to practical situations.

REASONING ABILITY

- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.
- Ability to deal with issues involving a few concrete variables in standardized situations.

PHYSICAL DEMANDS 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.

- Variety of walking, standing, sitting, stooping.
- Requires normal range of hearing, vision and manual dexterity to operate keyboard, telephone, photocopier, calculator and other office equipment as needed.
- Occasional stress from dealing with multiple demands.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Office setting.
- Travel to designated locations as needed, must have reliable transportation.
- Frequent contact with staff and public.

Revised Date	Approved By (Manager):	Approved By (Human Resources):
8/2/2016	Tom Wilder, Transportation Director	Donna Tackett, HR Director
05/21/2025	Clayton Murch, Transportation Director	Renee Cunningham, HR Director