

HUMBOLDT SENIOR RESOURCE CENTER
Job Description

JOB TITLE: Transportation Dispatcher
DEPARTMENT: Transportation
REPORTS TO: Transportation Manager/Supervisor
FLSA STATUS: Non-Exempt/Hourly
APPROVED: April 2022

JOB SUMMARY: The Transportation Dispatcher is responsible for day-to-day organization, scheduling, and problem solving for the Transportation Department. The Transportation Dispatcher will act as the primary contact for all transport-related requests.

ESSENTIAL DUTIES AND RESONSIBILITIES:

1. Receives incoming pick-up requests for transportation needs and changes.
2. Answers and redirects phone calls as appropriate, providing support for transportation employees.
3. Schedules and coordinates transportation services for participants to and from scheduled destinations by utilizing approved routing software.
4. Coordinates daily delivery services including but not limited to meals, durable medical equipment, samples and medications.
5. Coordinates and schedules outside transportation vendors by facilitating information and back-up service when needed.
6. Ensures a smooth delivery of service by problem solving and coordination with drivers, representatives of agency programs, and participants. Collaborates and proactively communicates across departments regarding pertinent items.
7. Participates in program-level meetings as requested.
8. Receives reports of incidents or accidents involving agency vehicles and notifies Transportation Manager/Supervisor.
9. Provides Transportation Manager/Supervisor with recommendation for transportation department improvement needs.
10. Acts in a manner consistent with agency values.
11. Other duties as assigned.

EDUCATION &/or EXPERIENCE:

1. High School Diploma or equivalent.
2. One year scheduling and/or routing experience preferred.
3. One year experience working with elderly or frail individuals preferred.

LICENSES OR CERTIFICATES:

1. CPR and First Aid training within six months of hire.

PRE-SCREENING REQUIREMENTS:

1. Requires clearance of a DOJ and FBI criminal history background check
2. Requires pre-employment physical, and PPD skin test (TB screening).

JOB SKILLS:

1. Ability to promote participant rights, including dignity, self-determination, safety, confidentiality, and access to care.
2. Ability to act with integrity, professionalism, and confidentiality.
3. Possess strong interpersonal skills and ability to collaborate with others while maintaining effective work relationships.
4. Ability to communicate effectively with others in verbal and written form, and with tact and diplomacy.
5. Ability to train and delegate responsibilities among employees.
6. Ability to exercise mature judgement, learn quickly, and remain flexible while working in a constantly changing environment.
7. Ability to be dependable, follow instructions, respond to direction, and improve performance through feedback.
8. Ability to be self-directed and work independently with limited supervision.
9. Ability to manage time effectively and adapt to changing priorities and workload.
10. Possess critical thinking skills and the ability to use good judgment.
11. Ability to be resourceful and take initiative to identify issues, solve problems, and improve current practices.
12. Possess attention to detail and ability to maintain a high-quality of work.
13. Possess basic recordkeeping skills and ability to maintain accurate files and records.
14. Ability to prepare comprehensive reports, forms, correspondence, and other written materials.
15. Ability to represent the agency professionally and effectively with internal and external stakeholders and to participate in outreach and fundraising efforts.
16. Strong basic computer skills and knowledge of Microsoft Office Suite (Word, Outlook, and Excel applications). Ability to use and maintain database software programs.

SUPERVISORY REQUIREMENTS:

1. This position does not have supervisory requirements.

PHYSICAL REQUIREMENTS:

1. Physical abilities sufficient to move between different staff work areas, communicate with co-workers and the public, operate a computer, produce reports, and talk on the telephone.

ANALYSIS OF PHYSICAL DEMANDS:

Key (Based on typical week): **N**=Never; **R**=Rarely (Less than 1 hour per week); **O**-Occasional (1%-33% of time); **F**=Frequent (34%-66% of time); **C**=Constant (over 66% of time)

Activity	Frequency					Activity	Frequency				
	N	R	O	F	C		N	R	O	F	C
Lifting/Carrying						Twisting/Turning					
Under 10 lbs.				x		Reach over shoulder			x		
11-20 lbs.				x		Reach over head			x		
21-50 lbs.			x			Reach outward			x		
51-100 lbs.		x				Climb			x		
Over 100 lbs.		x				Crawl			x		
						Kneel			x		
Pushing/Pulling						Squat			x		
Under 10 lbs.				x		Sit				x	
11-20 lbs.				x		Walk-Normal Surfaces				x	
21-50 lbs.			x			Walk-Uneven Surfaces		x			
51-100 lbs.			x			Walk-Slippery Surfaces		x			
Over 100 lbs.		x				Stand			x		
Other						Driving	x				
Keyboard/Ten Key					x						
Fingering (Fine dexterity)				x							
Handling (grasping, holding)				x							
Repetitive Motion-Hands					x						
Repetitive Motion-Feet		x									

The Humboldt Senior Resource Center is a private, non-profit, multi-purpose senior center providing a continuum of social and health related services. The agency currently holds contracts with the California Department of Aging and Area One Agency on Aging.

The Humboldt Senior Resource Center is an equal opportunity employer. We will not unlawfully discriminate against qualified applicants or employees with respect to any terms or conditions of employment based on race, color, national origin, ancestry, sex, sexual orientation, age, religion, physical or mental disability, medical condition, pregnancy, breastfeeding, gender identity, marital status, citizenship status, military or veteran status, genetic information, or other basis protected by applicable federal or state law.

Employee Signature

Date