

Sangamon/Menard Area Regional Transit  
(SMART)  
Scheduler/Dispatcher  
Job description

Each employee will further the goals and objectives of Sangamon /Menard Area Regional Transit (SMART) and will comply with policies established by the Sangamon County Board and any/all funding agencies. The Transportation Scheduler/Dispatcher will cooperate to the fullest extent with all other aspects of SMART to provide client independence, dignity and improved quality of life while providing the most efficient service possible.

**CONCEPT OF SMART**

Rural Transportation service is funded partially through grants with the FTA and IDOT, providing transportation to citizens within rural Sangamon and Menard Counties. These services are provided to enhance opportunities available to the rural population of Sangamon and Menard Counties.

**DEPARTMANT GOAL**

SMART functions on two (2) main goals:

1. To provide the maximum units of transportation to the largest portion of the population requesting service.
2. To maintain the highest standards of quality of service in the program and its employees, in a positive exchange, while providing transportation in a safe and efficient manner.

**JOB SUMMARY**

Receive requests by telephone and computer; enter, schedule and log requests; communicate via two- way radio, telephone and computer with all customers, maintenance, operations and administrative personnel; and maintain accurate log of daily events.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

*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 enable individuals with disabilities to perform the essential functions. Frequency of duties and percent of time may vary based on demand.*

1. Receive transportation requests by telephone and computer, ensure that transportation request meets criteria, enter into scheduling system, and determine appropriate response in regards to funding sources, vehicle and route.
2. Have ongoing intimate knowledge of rural Sangamon and Menard County which includes highways, towns, streets and rural roads and ability to read a map if requested.
3. Collaborate with driving staff to communicate assignments, dispatch of drivers by two-way radio or computer based on extent demand and location.

4. Clear understanding of all customer needs, to facilitate vehicle and employee abilities to do assigned transportation.
5. Implement emergency procedures as situations occur and require. Activate the emergency call list and client info sheet as department procedures require.
6. Keep emergency contacts/phone numbers updated.
7. Perform data input duties for Vehicles, Drivers, and lead personnel.
8. Responsible for Outlook program and scheduling software as well as on-site computer troubleshooting as necessary.
9. Responsible for creating and generating preventative maintenance work orders.
10. Assist in vehicle management prioritizing and scheduling maintenance and repair requests.
11. Produce and process accurate schedules, vehicle sheets for Lead Driver to review and sign, as well as tracking and recording unit reports.
12. Keep accurate records necessary for Lead Driver to monitor vehicle inspections/permits, mileage, maintenance and repairs
13. Ability to read maps.
14. Working knowledge of Rural Sangamon and Menard County including roads, towns and highways
15. Ability to learn and document unit count, trip denials, No shows.
16. Perform daily data reconciliations with schedules and fares with other staff.
17. Ability to perform driving tasks as needed.
18. Other duties as assigned

#### **EDUCATION AND WORK RELATED EXPERIENCE**

- High school diploma, completion of G.E.D., or equivalent.
- Must be over 25 years of age.
- Ability to exhibit customer service knowledge.
- Criminal background check, drug test and physical required for hire.
- Two years' experience in a Job related field
- Must be able to obtain First Aid, CPR and AED certificate on hire
- Must obtain a valid CDL permit and have already successfully passed (5) skills tests and be ready to take road test and take Passenger Endorsement within 30 days of hire.
- Have no more than two (2) moving violations in the past 12 months.
- Must have reliable means of communication, i.e., home telephone, cellular phone.

This position is classified as safety-sensitive and is required to undergo and successfully pass pre-employment drug and/or alcohol testing, criminal background check, driving record check, and Department of Transportation (DOT) physical examination prior to appointment to position.

#### **TECHNICAL SKILLS, KNOWLEDGE & ABILITIES**

- Excellent Oral and written communication skills.
- Interpersonal relations skills.
- Proficient computer and keyboarding skills.
- Knowledge of various software programs and their functions .
- Appropriately dispatch transportation.
- Critical thinking and problem solving skills.
- Ability to manage multiple tasks with frequent interruptions.

- Ability to diffuse and manage volatile and stressful situations. Ability and willingness to be on call and/or respond to shift changes.
- Ability to promote and follow SMART policies, FTA/IDOT and department procedures.
- Ability to communicate, interact and work effectively and cooperatively with people from diverse ethnic and educational backgrounds.
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator.
- Demonstrate ability to add, subtract, multiply, divide and percentages

#### **MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE**

- Operating knowledge of and experience with personal computers and peripherals.
- Operating knowledge of and experience with transportation software is preferred.
- Operating knowledge of and experience with typical office equipment, such as telephones, copier, fax machine, E- mail, etc.
- Operating knowledge of two-way radio communications system and other communication equipment and ability to learn radio codes .

#### **REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE**

Reports to DIRECTOR OF TRANSPORTATION.

This job has no direct supervisory responsibilities

#### **PHYSICAL REQUIREMENTS & WORKING CONDITIONS:**

*The physical demands, work environment factors and mental functions described below 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 essential functions. □*

<b>PHYSICAL ACTIVITIES:</b>
✓ Stand
✓ Walk
✓ Sit
✓ Use hands in gross and fine motor skills
✓ Reach with hands and arms
✓ Climb or balance
✓ Stoop, kneel, crouch, or crawl
✓ Talk
✓ Hear
✓ Understand different dialects and impediments
✓ <b>MENTAL FUNCTIONS:</b>
✓ Evaluate
✓ Interpersonal Skills
✓ Compile
✓ Compare
✓ Analyze
✓ Communicate
✓ Compute
✓ Copy
✓ Coordinate
✓ Instruct
✓ Negotiate

<b>WORK ENVIRONMENT:</b>
✓ Prolonged sitting
✓ Noisy
✓ Work in close proximity to others
✓ Hectic pace
✓ Possible outdoor weather conditions
✓ Prolonged monitor viewing
✓ Ability to fill in for drivers as needed
✓ Some with flexibility work hours
<b>WEIGHT and FORCE DEMANDS:</b>
✓ Infrequently Lift Up to 100 pounds
✓ Infrequently Push More than 200 pounds
✓ Infrequently carry up to 50 pounds

✓ <b>VISUAL FUNCTION</b>
✓ Depth perception
✓ Color vision
✓ Close vision
✓ Distant vision
✓ Adjust focus