

Lee County Council on Aging

Transportation - Dispatcher Job Description

Supervisor: Assistant Director at Lee Ogle Transportation System

Position: Dispatcher

Position Summary: Full time /part time: Hours of operation is 6:00 a.m. to 6:00 p.m.
Hours will vary due to need – (6-8 hour shifts)

Duties:

- Comprehensive knowledge of scheduling and scheduling software
- Excellent communication skills and the ability to build working relationships with clients
- Excellent telephone etiquette in answering phone calls
- The ability to multi-task – document calls and prepare reports as necessary
- Assist drivers with questions and concerns
- Track drivers – ensure timely pick-ups and drop-offs
- Record Medicaid clients trips accurately
- Coordinate multi-county trips
- Provide excellent customer service
- Knowledge of computer software, use of calculator, copy machine and fax machine
- Complete training programs as needed throughout the year
- Random drug testing
- Assist with new hires
- Required to be cross trained in other positions
- Proficient in time management – demonstrates the ability to take the initiative
- All other duties assigned by the Transportation Supervisor

Qualifications: High School graduate or the equivalent; computer literate; ability to keep accurate records; ability to communicate and establish a working relationship with co-workers and other agencies; strong interpersonal skills and problem-solving; maintain confidentiality of client information unless consent is obtained for purpose of referral, or mandated by state or federal government.