

**CRAWFORDSVILLE PARKS & RECREATION DEPARTMENT
CITY OF CRAWFORDSVILLE**

JOB DESCRIPTION

JOB TITLE: Part-time Dispatcher Sunshine Vans

REPORTS TO: Director of Senior Programs and Transportation

GENERAL RESPONSIBILITIES

All employees of the City of Crawfordsville are responsible for conducting themselves in a professional manner while performing their duties efficiently and conscientiously, for working safely, and for maintaining good housekeeping. Each employee is responsible to cultivate good public relations and to ensure the highest possible quality of their work in the performance of assigned duties. All employees are responsible to follow the Sunshine Vans Policy and Procedure guides and respect confidentiality at all times with clients and communication devices.

SPECIFIC RESPONSIBILITIES

The Sunshine Vans is responsible for the transport of individuals 60 years old and/or disabled. The Dispatcher answers phone calls from clients to schedule their transportation needs. Phone and radio ethics communication is vital in this office with real time dispatching. Answering phone calls is a must. The dispatcher is responsible for upholding an appropriate amount of missed calls in a day. This individual is responsible for checking accessibility requirements and availability of van/driver. The Dispatcher checks emails, logs, and schedules each day. This individual verifies and works up a daily deposit for donations collected by the drivers. The Dispatcher has a working relationship with all contracted individuals including, but not limited to, long term care facilities, Medicaid, and Medicare. This individual shall cooperate and coordinate with other staff members, collaborating with them to help promote a more effective work environment.

ESSENTIAL DUTIES & RESPONSIBILITIES

DAILY PROCEDURES

- Navigate computer software such as ServTracker, Excel, and other software for Medicaid and Medicare contracts.
- Qualify the client's eligibility according to the Sunshine Van policy.
- Maintain accurate dispatch logs and schedules and close log reports.
- Collect funds from each van driver and verify total donations collected daily.
- Provide a copy to Director of Transportation, City Clerk, and Sunshine Vans Bookkeeper of daily deposit.
- Document any trips denied with specific information for reporting.
- Be familiar with suggested donation and punch pass rates.
- Answer the phone/check voice mail for Sunshine Van requests.
- Complete the Client Intake Form with all detailed information.
- Check the manifest for S.E.T. and accept or return trips daily.
- Check emails for updated trips and information.
- Input leg numbers in ServTracker and make sure numbers have not changed recently.

SCHEDULING

- Schedule drivers and vehicles to meet client's needs for transportation while making efficient use of the vans and driver's time.
- Be familiar with Montgomery County.
- Operate the 2-way radio to communicate and assign drivers to trips.

COMMUNICATION

- Use office email to communicate between dispatchers from day to day shifts.
- Communicate any issues to the Head Driver. If no resolution, communicate to the Director.
- Send drivers home when not utilizing their time.
- Schedule coverage in coordination with the Staff Coordinator.
- Schedule drivers in coordination with vacations and time off.
- Track Punch Pass expirations.
- Communication is essential between clients, dispatchers and drivers.

REQUIRED EDUCATION, EXPERIENCE & QUALIFICATIONS:

1. Education, training and experience required to perform the essential functions of the position:
 - a. High school degree or GED
 - b. Education, training and experience desired to adequately fulfill the expectations for performance in the position.
 - c. One year experience responding to clients in a polite and courteous manner.
 - d. Participation of in-service training.
2. Physical and other requirements:
 - a. Vision and hearing sufficient to operate office equipment.
 - b. Able to operate a computer program, typewriter, calculator, copier, telephone, two-way radio, and printers.

WORK ENVIRONMENT:

- Work is performed in the Dispatch Office of the Sunshine Vans located in the Crawfordsville Parks and Recreation Department. Occasional work may be required in other locations. The position is part-time consisting of less than 32 hours per week. The work schedule is determined by the Work Flow Coordinator.