

TRANSPORTATION DRIVER / DISPATCHER - 4116

General Definition of Work:

Performs intermediate semiskilled work in dispatching and operating passenger vehicles to transport clients; assisting in overseeing operations. Work is performed under the regular supervision.

FLSA: non-exempt

Essential Functions:

- **Transporting clients to designated sites; assisting with boarding and exiting vehicle.**
- **Responsible for scheduling trips and driver work hours for an efficient use of funding sources.**
- **Creating route schedules from appointment information received from clerks and transmitting schedules.**
- **Matching return trips to best available driver.**
- **Inspecting vehicle.**
- **Receiving and dispatching messages.**
- **Scheduling services.**
- **Preparing and maintaining files and records.**

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Typical Tasks:

- Maintains contact with operator staff during the day for accurate up-to-date route placement.
- Receives messages for return and/or same day request trips and assigns to operator staff according to location and schedule.
- Informs operators of routing directions using RouteMatch software, internet, and own personal knowledge of the county and surrounding areas.
- Turns in pre and post trip reports to supervisor staff.
- Relay and receive messages from Demand Response Center staff, supervisors and other agencies to maintain accurate records on client status.
- Keeps contact with doctor offices for database corrections, updating information for Demand Response Center and operator staff.
- Contacts clients to correct or update information when necessary.
- Picks-up, drives and drops clients off at designated locations.
- Assists clients with boarding and getting off vehicles, including operating vehicle wheelchair lift equipment.
- Completes pre and post trip maintenance and safety inspections; performs general maintenance tasks.
- Documents mileage readings for riders on manifest log and completes other record keeping requirements.
- Operates 2-way radios to communicate with agency base for coordination of trips.
- Attends division and program in-services and trainings.
- Maintains vehicle cleanliness, both interior and exterior.
- Performs general office assistance work as required.
- Assists with maintenance scheduling for vehicles.
- Assists with maintenance of automated transit dispatch system.
- Performs work during emergency/disaster situations.
- Performs related tasks as required.

Knowledge, Skills and Abilities:

Thorough knowledge of regions traffic rules and regulations; ability to operate passenger vehicles and related equipment safely and efficiently; basic knowledge of radio 10-codes; working knowledge of office equipment and computers and applicable software applications; ability to remain alert and to remain calm during the periods of stress; ability to keep records and prepare reports; ability to establish and maintain effective working relationships with clients, associates and the general public; ability to relay clear and professional radio communications; ability to communicate effectively orally and in writing; and ability to attend work regularly. Must be able to physically provide full service and assistance as required to ridership including, but not limited to the securement; transport; and mobility assistance requirements of the wheelchair bound and ADA populations.

Education and Experience:

Requires graduation from high school and some previous public transportation service and/or public health experience preferred. An equivalent combination of education and experience may be considered.

Physical Requirements:

This is light work requiring the exertion of up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects, and some medium work requiring the exertion of 50 pounds of force occasionally, up to 20 pounds of force frequently, and up to 10 pounds of force constantly to move objects; work requires climbing, balancing, reaching, standing, pushing, pulling, lifting, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas

by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for depth perception, color perception, night vision, peripheral vision, visual inspection involving small defects and/or small parts, operation of motor vehicles or equipment, and observing general surroundings and activities; the worker is subject to inside and outside environmental conditions. The worker may be exposed to blood borne pathogens and may be required to wear specialized personal protective equipment.

Special Requirements:

Possession of an appropriate driver's license valid in the State of North Carolina. Must meet all DOT requirements for the position. Ability to obtain and maintain a commercial driver's license with proper endorsements and all required certifications; First Aid; CPR; Defensive Driver Course; Wheelchair Securement; Blood borne Pathogen. Position is a safety-sensitive position as defined by the Drug-Free Workplace Policy. Position is essential as defined by the Inclement Weather Plan.

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