

JOB TITLE: Scheduler

TR/4

DEPARTMENT: Transportation, Rutherford County

JOB SUMMARY: This position is responsible for scheduling transportation for eligible county residents.

MAJOR DUTIES:

- o Develops and maintains efficient and cost effective routes; provides drivers with daily schedules; maintains computerized database of passengers, routes, accurate directions and other records.
- o Maintains passenger data base, trip logs, and other records as required; monitors on time delivery of passengers daily; mails out schedules.
- o Assigns drivers and vehicles for daily medical transportation services and subscription routes; provides direction to drivers.
- o Assists dispatcher as needed; operates two-way radio to conduct drivers and emergency personnel.
- o Reviews and verifies applications for EDTAP transportation; mails out applications.
- o Answers telephone inquiries pertaining to rural general public routes; provides information to drivers; resolves complaints and solves problems.
- o Assists in the coordination of cross county transit.
- o Prepares monthly reports on all transit vehicles; inventories safety equipment.
- o Assists with federally mandated random drug screenings; assists with hiring and training of personnel.
- o Rides with drivers to assess situations when necessary.
- o Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- o Knowledge of modern office practices and procedures.
- o Knowledge of basic bookkeeping.
- o Knowledge of department policies and procedures.

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- o Skill in maintaining files and records.
- o Skill in performing basic mathematical calculations.
- o Skill in operating a two-way radio.
- o Skill in oral and written communication.

SUPERVISORY CONTROLS: The Transportation Director assigns work in terms of general instructions. The supervisor spot-checks work upon completion for accuracy, compliance with procedures, and the nature and propriety of the final results.

GUIDELINES: Guidelines include county and department policies and procedures, North Carolina Department of Transportation guidelines, and passenger information sheets. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY: The work consists of related scheduling duties. Coordinating different scheduling needs contribute to the complexity

SCOPE AND EFFECT: The purpose of this position is to provide administrative support in the scheduling of transportation. Successful performance contributes to the efficient operation of the department.

PERSONAL CONTACTS: Contacts are typically with co-workers, other county employees, and the general public.

PURPOSE OF CONTACTS: Contacts are typically to exchange information, provide services, and resolve problems.

PHYSICAL DEMANDS: The work is typically performed while sitting at a desk or table.

WORK ENVIRONMENT: The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: None.

MINIMUM QUALIFICATIONS:

- o Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- o Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.