

Waldo Community Action Partners

Mid-Coast Connector

(Job Description)

POSITION: Dispatcher

GENERAL SCOPE OF DUTIES: Responsible for dispatching, assigning reservations, transportation providers in MDOT Region 5 including data entry and clerical functions. Align all actions to support agency mission by ensuring all policies and procedures demonstrate integrity and ethical behavior. This position may “float” between Belfast and Damariscotta locations. Align all actions to support agency mission by ensuring all policies and procedures demonstrate integrity and ethical behavior.

EQUIPMENT USED: All general office equipment including computer systems.

ESSENTIAL FUNCTIONS: Includes the following, but in no particular sequence.

PROGRAM ADMINISTRATIVE FUNCTIONS:

- Data entry.
- Assigning of reservations as they come into the Easy Rides software to drivers and transportation providers as needed in accordance with established guidelines and in compliance with contract provisions.
- Reassign trips returned from transportation providers following approved processes and in compliance with contract provisions.
- Communicate with drivers and passengers regarding changes to trips and schedules.
- Follow up by telephone daily to ensure that providers can do the trips assigned for the next day.
- Implement a backup plan to redistribute last minute returned trips.
- Cross train to do intake and data entry.
- Performing of on call dispatching duties as assigned.
- Ensure compliance with the Health Insurance Portability and Accountability Act.

MISCELLANEOUS DUTIES:

- Responsible for running errands, i.e., banking, mail run, picking up supplies, when required.
- Light housekeeping duties.

PROFESSIONAL DEVELOPMENT:

- Keep up to date on State and Federal regulations governing all aspects relevant to this position.
- Participate in any required trainings, meetings and professional development activities.

SAFETY AND WELLNESS

- Actively promote safety and accident prevention within the workplace.
- Report any unsafe conditions, incidents and/or accidents immediately.

LEADERSHIP & TEAMWORK

- Building cooperative goals and relationships of mutual trust.
- Works in collaboration with agency staff to facilitate a team environment.
- Demonstrates effective communication skills in building relationships with all employees and clients.
- Collaborates with all partner agencies to assure effective communication processes across agencies.

- Exhibit a positive attitude and professional, confidential and collaborative approach with supervisor, co-workers, clients, partners and community.
- Adheres to the policies in the use of computer technology and all tele-communication devices.

REQUIRED ABILITIES AND KNOWLEDGE:

- Strong communication skills.
- Must be flexible and able to work with multiple staff members.
- Strong time management and organizational skills.
- Proficient skills in Microsoft Word, Excel and Outlook.
- Ability to lift up to 35 lbs occasionally.

MINIMUM QUALIFICATIONS:

- High School Diploma or equivalent.
- Adequate transportation and ability to meet and maintain WCAP's minimum insurance requirements.
- Ability to meet WCAP background clearance requirements.

REPORT TO: Mid-Coast Connector operations manager.

HOURS PER WEEK: Full Time / 40 Hours/week

SALARY RANGE: Non-Exempt/Grade 7/Points 255

STATEMENT OF UNDERSTANDING:

I have read and understand the above job description and am willing and able to be responsible for the duties.

Employee Signature

Date

Approved:

Initials Date

Created 03-02-2014