



WALDO COMMUNITY ACTION PARTNERS JOB DESCRIPTION

POSITION SUMMARY

The **Dispatch Supervisor** works hands on with the dispatch team as a working supervisor to ensure effective and accurate scheduling and dispatching of all passenger trips as part of the regular dispatch work rotation, including after-hours weekend and holiday on call rotation. Assists the Transportation Manager as needed with maintaining effective and smooth coordination between Dispatching, Fleet Management and Drivers.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Program Administrative Functions:

1. Provides oversight and direction for WCAP Transit Systems Dispatch process in alignment with all goals and standards. Manages the tasks of the Dispatch team.
2. Ensures correct trip assignment according to all policies, procedures, and goals.
3. Reviews daily and monthly reports, managing trip costs for the Agency and other Providers, ensuring most effective measures are being met.
4. Provides accurate and timely reporting as needed and assigned.
5. Provides hands on accountability of all scheduling and dispatching functions and results.
6. Continuously monitors and evaluates effectiveness and accuracy of trip scheduling and dispatching.
7. Responsible for an up to date and accurate dispatch manual and dispatcher training and quality assurance program.
8. Communicates with transit providers as needed and participates coordinating provider monitoring and training programs.
9. Facilitates coordination with fleet management, drivers, intake, fiscal, providers, provider relations, compliance and all other functions as needed to continuously improve coordination and collaboration.
10. Maintains a professional relationship with all external stake holders, contracts, programs and passengers.

Personnel Administration:

1. Supports all dispatch staff directly with achieving success in all their job responsibilities.
2. Participates in the hiring process for Dispatchers.
3. Provides orientation and training for supervised staff.
4. Supervises cross training process of all Dispatchers.
5. Supervises, coaches and disciplines dispatch staff.
6. Continually evaluates job performance of dispatchers including annual performance evaluations.
7. Manages work schedule for all dispatchers.
8. Reviews and authorizes time records for supervised staff.
9. Maintains a team approach requiring standards of excellence in customer service.
10. Ensures compliance with the Health Insurance Portability and Accountability Act.

Miscellaneous Duties:

1. Responsible for running errands as directed, e.g. banking, mail run, picking up supplies.
2. Performs light housekeeping duties.

Position Title:
Dispatch Supervisor

Department:
Transit Systems

Reports To:
Transportation Manager

Supervises:
Dispatchers

FLSA Status:
Non-Exempt

Salary Range:
RH1/L2

Last Revised/Approved:
May 2021

Professional Development:

1. Keeps up to date on State and Federal regulations governing all aspects relevant to this position.
2. Participates in any required trainings, meetings and professional development activities.

Safety And Wellness:

1. Actively promotes safety and accident prevention within the workplace.
2. Reports any unsafe conditions, incidents and/or accidents immediately.

Leadership & Teamwork:

1. Demonstrates effective communication skills in building relationships with all employees and clients.
2. Collaborates with all partner agencies to assure effective communication processes across agencies.
3. Builds cooperative goals and relationships of mutual trust.
4. Works in collaboration with Agency staff to facilitate a team environment.
5. Adheres to Agency policies in the use of computer technology and all telecommunication devices.
6. Performs light housekeeping duties in classroom and building as necessary.
7. Shares monitoring of voice and email systems.

Non-Essential Duties and Responsibilities:

1. Performs additional duties as assigned.

GENERAL EXPECTATIONS

- Be committed to the Agency's Mission, Vision and Values.
- Maintain adequate knowledge of all WCAP programs in order to make referrals to other programs beneficial to the client, his/her family or friends.
- Maintain professional boundaries with all current, past, and prospective clients.
- Maintain confidentiality of clients, staff, and internal business information.
- Present professional and positive image as a representative of WCAP.
- Follow established policies and procedures and comply with all safety requirements.
- Communicate proactively with the supervisor regarding work flow, problems, suggestions, etc.
- Seek out and attend relevant professional development conferences, seminars, workshops, and other activities related to all aspects of this position. Participate in all Pre-Service and In-Service training and professional development activities as required by the position. Participate in other local and state level meetings related to all aspects of this position.
- Attend team and staff meetings as scheduled.
- Contribute to a positive, team-oriented work environment.
- Be punctual for scheduled work and use time appropriately.
- Perform required amount of work in a timely fashion with a minimum of errors. Meet deadlines.

PHYSICAL REQUIREMENTS

The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to stand; sit for prolonged periods of time; walk; use hands to finger, handle, or feel, including operation of a standard computer keyboard; reach with hands and arms and talk, see and hear; bend and reach; regularly lift and carry up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed primarily in a business office setting. Noise level ranges from quiet to moderate. Assigned work may require travel within the local or neighboring communities. This position is a full-time hourly position that typically works normal daytime schedule. Participates in rotating on-call process during non-working hours, and overtime may also be required to meet program and/or organizational needs and requires prior approval.

QUALIFICATIONS NEEDED FOR POSITION

General Requirements:

- Must have adequate transportation, a valid driver's license and meet WCAP's insurance requirements.
- Must meet WCAP's background clearance requirements.
- Ability to pass pre-employment and on-going random and reasonable suspicion drug-alcohol testing.

Experience and Skill Requirements:

The following experience and skills are considered essential:

- At least three years office experience, and at least two years of supervisory experience. Four years of office experience preferred.
- 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.
- Must be able to develop a strong working knowledge of federal and Maine Medicaid law and associated contracts and programs.
- Must be trained in Easy Rides software within 30 days of hire.

Education Requirements:

The following education requirements are considered essential:

- High School Diploma or equivalent required; Associate's Degree or higher degree in business or a related field preferred.

*** All requirements and skills are considered to be essential, unless otherwise indicated*

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

I have read and understand the above description, and I am confident that I will be able to meet the requirements of this job.

Employee Signature

Date

Supervisor Signature

Date