WALDO COMMUNITY ACTION PARTNERS JOB DESCRIPTION

Position Title: Dispatcher

Department: Transit Systems

Reports To: Dispatch Supervisor

Supervises: N/A

FLSA Status: Non-Exempt

Salary Range: 3

Last Revised/Approved: April 2026

POSITION SUMMARY

The **Dispatcher** is responsible for efficiently assigning trips to drivers and subcontracted companies, while maintaining excellent customer service with a positive attitude in Region 5, including appointment and data entry along with clerical functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Program Administrative Functions:

1. Works closely with the Mid-Coast Connector Provider Relations to identify certified providers available to conduct transports.
2. Assists in driver recruitment.
3. Performs client intake and maintains client data; performs data entry.
4. Maintains driver information in department database.
5. Provides customer service to clients over the phone.
6. Processes pre-ride trips sheets.
7. Coordinates vehicle availability with Fleet Manager/Safety Specialist.
8. Assigns trips as they come into the Easy Rides software to transportation providers using availability and least expensive mode, with an emphasis on cost containment as a basis for distribution following approved processes in compliance with contract provisions.
9. Reassigns trips returned from transportation providers following approved processes in compliance with contract provisions.
10. Follows up by telephone daily to ensure that providers can do the trips assigned for the next day.
11. Implements a backup plan to redistribute last minute returned trips.
12. Provides drivers with assistance and instruction during transport, including directions as needed; communicates and enforces department policies, procedures and processes; provides input into driver evaluation and disciplinary processes.
13. Assists in handling accidents, incidents and vehicle break downs.
14. Assists with post-ride trip processing.
15. Reviews trip data accuracy, and analyzes cost effectiveness of rides and routes to ensure maximum efficiency.
16. Maintains processes and relationships to ensure that MaineCare member trips can be provided 24/7.
17. Maintains a professional relationship with the Department of Health and Human Services and other referring agency caseworkers involved in scheduling rides for MaineCare members.
18. Identify and assess customer needs to improve their experience.

Miscellaneous Duties:

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

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 10 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. However, evening and week end time may be required to meet program and/or organizational needs. 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 drug-alcohol testing.

Experience and Skill Requirements:

The following experience and skills are considered essential:

- At least two years of related office experience.
- 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, and other specialized software specific to the position.
- Must be familiar with Region 5 area.
- Must be trained in Easy Rides software within 30 days of hire.

Education Requirements:

The following education requirements are considered essential:

- High School graduate or equivalent.

*** 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