Job Description

POSITION TITLE: PT Paratransit Dispatcher

JOB SUMMARY: Perform all Paratransit Dispatch duties as assigned.

WORK SCHEDULE:

- Part Time – **Saturday and Sunday**
- **--- Saturday 5:30 am -1:30 pm --- 1:30 pm - 9:30 pm**
- **--- Sunday 8:30 am – 6:30 pm**
- **Weekend Hours ONLY**
- Must be available during disaster and emergency events.

REPORTS TO: Paratransit Manager

DESCRIPTION OF DUTIES/RESPONSIBILITIES:

- Interacts with clients, families of clients, and social service agency coordinators to register clients, resolve problems, provide general information, and provide exceptional customer service.
- Schedules passenger trips on a daily basis using CTS software.
- Responds to changes in schedules as required and enters changes into CTS software.
- Assists with coordination of employees and vehicles to fill requirements of daily schedule.
- Assists with coordination of use of paratransit vehicles and equipment and maintenance when necessary.
- Opens and/or secures facilities as required.
- Responds to accidents and incidents when needed
- Monitors and responds to a variety of calls including two-way radios and mobile phones; verifies and monitors staff unit locations; and relays transportation requests including emergency situations.
- Reports all work rule violations to the Paratransit Manager.
- Validates trips through CTS software on a daily basis.
- Conducts appropriate cash controls with respect to deposits.
- Performs other duties as assigned.

QUALIFICATIONS:

- Must possess a high school diploma or a GED.
- Must possess an experienced level of knowledge, skills and abilities in the paratransit/transportation field.
- Must be experienced in emergency procedures and safety protocols.
- Must possess valid North Carolina driver license.

- Pre-employment background check and drug screen required.

SKILLS REQUIRED:

- Computer literate.

PHYSICAL REQUIREMENTS:

- Requires bending, twisting, squatting, crouching and kneeling.
- Typically requires sitting for extended periods of time.
- Typically requires talking, hearing, seeing, and repetitive motions.
- May require operating paratranist vehicles.
- May require lifting up to fifty pounds.

SPECIAL REQUIREMENTS: The incumbent may be required to assist in performing other administrative and operational duties as well as assist in operational tasks within the Authority.

Applications are located on www.wavetransit.com

Job Type: Part-time