

Transportation Dispatcher
Classification Level NE 3
Kenosha Achievement Center, Inc.
1218 – 79th Street, Kenosha, WI 53143

Internal & External: 8/5/2024

Hours: Up to 40/week

Apply To: Desiree Taylor

REPORTS TO: Transportation Manager

HAS DIRECT REPORTS? No

JOB SUMMARY:

Since 1963 the Kenosha Achievement Center (KAC) has been creating opportunities for the personal growth and success of persons with special needs. KAC does this by removing barriers, changing perceptions and building confidence.

The Transportation Dispatcher is responsible for maintaining accurate information for the KAC's transportation dispatch office. This includes being the primary contact for anyone requesting the use of KAC's transportation fleet.

TYPICAL RESPONSIBILITIES:

1. Manage the rider database to ensure accurate information for coordinating rides in the community.
2. Provide the daily schedule to the route and on demand drivers.
3. Monitor all aspects of the department's performance and report any concerns to management.
4. Provide excellent customer service to all internal and external customers.
5. Learn and utilize a variety of technology. (software, phones, tablets, etc.)
6. Make necessary changes to schedule to ensure on time pick up and drop off.
7. Monitor rider eligibility and remind them when authorizations are expiring.
8. Stay in constant contact with drivers and provide all necessary updates.
9. Participate in required amount & type of staff development activity as specified by annual staff performance plan including engaging in a process of continuously improving cultural proficiency and the ability to work with a diverse population.
10. Perform other duties as assigned by supervisor.

OCCASIONAL RESPONSIBILITIES:

1. Serve as a backup driver, this may include weekends and holidays.
2. Perform all necessary safety checks of vehicles driven.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

MINIMUM QUALIFICATIONS:

- High school diploma or equivalent
- Must be at least 18 years old
- 2 years of experience with computer database entry and management
- 2 years of customer service experience
- Must have a valid driver's license and a clean driving record
- Knowledge of cultural and linguistic competency principles and the ability to work effectively with a culturally diverse staff, participants and stakeholders

KAC IS AN EQUAL OPPORTUNITY EMPLOYER

Revised 11/17/2022

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PREFERRED QUALIFICATIONS:

- Previous transportation scheduling experience
- Proficient with computers and learning new software
- Bilingual

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee 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 frequently required to sit, stand, walk, kneel and stoop. Approximately 10% of time will be spent walking or standing. The ability to see, hear, touch and speak is critical to this job. Physical dexterity requirements of the job include the use of a telephone, computer/electronic equipment, and the ability to manipulate small objects. The ability to distinguish colors, taste and smell is useful.

The employee must lift, push & pull a minimum of 80 pounds with help, 50 pounds alone, walk up & down steps, bend & climb step ladder. Specific vision abilities required by the job include close vision and the ability to adjust focus.

The mental efforts required on a daily basis include those related to reading, writing, basic arithmetic, mathematics, weighing and/or measuring, visualizing conclusions, analyzing data, searching for solutions, creating methodologies, conducting research, managing resources and evaluating the performance of others.

WORK ENVIRONMENT:

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

The noise level of the work environment is normal. The condition of the air is normal. The surface on which work is performed is level.

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

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