

Scheduler Job Description

Position: Scheduler

Direct Supervisor: Call Center Supervisor

Primary Responsibilities: Assure that each passenger is picked up as close as possible to the promised pick-up time while trying to minimize the number of miles and hours each driver travels.

Job Qualifications

- High school diploma or equivalent
- Good telephone and communication skills
- Adequate computer skills, including typing skills, to perform necessary record-keeping tasks in a reasonable time
- Be courteous, dependable, and able to relate to individuals of all backgrounds, ages, and persons with disabilities
- Be able to respond to emergencies about both the vehicles and the passengers
- Ability to multi-task
- Be able to sit for prolonged periods of time
- Position requires a negative employment drug test and background check before hiring
- Position requires regular and dependable attendance

Job Responsibilities

- Take reservation requests and determine if they are acceptable or not
- Schedule trips and review schedule to be sure they can be accomplished prior to implementation.
- Schedule and assign changes as they occur
- Promptly respond to all emergencies and other problems, reporting any unsolved problems to the Call Center Supervisor
- Resolve complaints/grievances from passengers, reporting any unsolved problems to the Call Center Supervisor
- This position is responsible for data entry, communicating with vendor locations, and serving as liaison to medical care organizations (MCOs)
- Reassure drivers by working in a confident, efficient manner
- Monitor and update drivers' locations
- Handle all communications with co-workers and customers in a professional and courteous manner
- Assist in expanding current routes and establishing new routes
- Attend and successfully complete training events
- Other related duties as assigned

Pre-Employment Requirements

- Successful completion of pre-employment drug screening
- Satisfactory results from criminal background check

Reasonable Accommodation

SCATS is committed to providing reasonable accommodations to qualified individuals with disabilities in accordance with the Americans with Disabilities Act (ADA). If you require accommodation to perform the essential functions of this position, please contact Human Resources.



Equal Employment Opportunity

SCATS is an Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, genetic information, veteran status, or any other protected characteristic under applicable federal, state, or local law. We are committed to providing reasonable accommodations to qualified individuals with disabilities in accordance with the Americans with Disabilities Act (ADA).

Disclaimer

This job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the position. Duties and responsibilities may be added, deleted, or changed at any time at the discretion of management, formally or informally, either verbally or in writing.

Acknowledgment

I acknowledge that I have received and reviewed this job description. I understand the essential functions, requirements, and responsibilities of this position. I further understand that this job description does not create an employment contract and that my employment remains at-will.

Can you perform the essential functions of this job?

_____ Yes _____ No

Signature

Date