

INCA Community Services, Inc.

Job Description



Title:	Dispatcher/Scheduling Assistant	Reports to:	Transit Coordinator
Program:	Transportation/VITA	Status:	Full Time/Full Benefits
Approved:	April 2025	Wage:	Salary scale
Revised:	January 2026		

Benefits: Health and Life Insurance, Sick and Annual Leave, Funeral Leave, Retirement Program (401k), Social Security, Worker's Compensation Insurance, and Unemployment Insurance. All paid holidays.

Job Summary:

The Dispatch/Scheduler is responsible for assisting the Transit Coordinator in providing professional assistance and transportation to all project participants in their assigned county. Responsible for ensuring successful operations, maintaining the vehicles, data entry, and scheduling in their assigned county. Responsible for preparing taxes for qualified participants through the Volunteer Income Tax Assistance (VITA) Program. Responsible for performing driver duties as assigned.

This position has episodic access to a vulnerable population. It is a safety-sensitive position.

The position requires availability to work various shifts on weekdays, weekends, evenings, and holidays.

Responsibilities and Duties:

County Scheduling Assistant

- Assist in the daily scheduling of routes, drivers, and vehicles to maintain a timely and cost-efficient delivery of transportation services.
 - Schedule vehicles/drivers/routes.
 - Collect accident/incident information as needed and report to the Transit Coordinator
- Assists in the completion and submission of orientation and training of new transit drivers;
- Assists in the upkeep of vehicles located within the county.
 - Review pre-trip inspection reports from drivers and follow up with the Transit Coordinator as needed.
- Assist in the upkeep of the county office and parking lot.
- Responsible for the accuracy and timeliness of all transit data entry and reports.
 - Responsible for ensuring the completion of data entry into the program.
- Assist the Transit Coordinator with transit-related projects assigned.

Receptionist Duties

- Greet office visitors and respond to their needs. Route all visitors to appropriate staff persons. Answer incoming telephone calls and forward to appropriate staff. Relay messages to staff members when the staff member called is unavailable at the time of the call.
- Open, date, sort and route incoming mail. Prepares outgoing mail.
- Performs routine typing, filing and other similar clerical duties as needed by various programs.
- Completes intake information and directs clients to the services they need.
- Communicates necessary business information or issues to the immediate supervisor or other staff members as appropriate.

Volunteer Income Tax Assistance (VITA) Preparer (Seasonal - Jan - Apr)

- Performs tax preparation for qualified individuals when needed
- Attend tax preparer training and stay current on all tax changes.

Dispatcher Duties:

- Serve as a dispatcher primarily for their assigned county with assistance in other counties as needed.
 - Coordinates and dispatches all bus driver assignments for public transit services in a timely manner.
 - Provides instruction and direction for operators to safely get riders from the pickup to the destination.

- Greets customers and answers questions regarding routes and time schedules concerning JAMM Transit.
- Assist with the verification of transportation requests with contracted transportation (such as: Modivcare, TANF, SafeRide, SODA) and arrange transportation for their clients.
- Notifies riders (when needed) no later than noon the day before a requested ride, the name of the driver and pick up time and/or informs the rider if no drivers are available.
- Respond to emergency situations as requested, including hazardous and severe weather conditions. Coordinates with supervisors, police, and other dispatches as required.

Relief Driver's Duties

- Drive vehicles along specified routes or trips to designated destinations according to scheduled times, adhering to traffic regulations to ensure passengers have a smooth and safe ride.
- Observe and follow all guidelines outlined in the Driver Handbook and the agency's personnel policies and procedures.
- Observe and follow all safety procedures and obey all traffic laws at all times.
- Maintains and records passenger counts, fare collections, and vehicle maintenance, and records data in a neat and accurate fashion, as required.
- Performs a comprehensive pre-trip inspection of the bus, conducts safety checks on equipment, and notifies the supervisor when adjustments or repairs are required.
- Assist passengers, such as elderly or disabled individuals, on and off the vehicle, ensuring they are seated and secured properly. Help carry baggage and answer questions about schedules or routes.
- Complies with the Americans with Disabilities Act (ADA) in operating the transit vehicle. This includes providing accessibility for disabled passengers to board and deboard by properly operating the accessibility lift and safely securing such passengers in a courteous manner, as well as pre-testing all passenger accessibility lifts and equipment during pre-trip inspections.
- Maintain the cleanliness of vehicles.
- Handle passenger emergencies or disruptions.
- Must report all traffic accidents, citations, or other incidents to the appropriate supervisor immediately.
- All off-duty traffic citations must be reported to the appropriate supervisor within 7 days.

General Duties:

- Collaborate with the Transit Coordinator to provide support for community projects.
- Attend work punctually and regularly to provide consistent service.
- Attend all staff and other relevant meetings, training sessions, and conferences upon request, some of which may require out-of-town travel and evening or overnight attendance.
- At all times, maintain a professional attitude and confidentiality of all records and information.
- Demonstrate commitment to mission, values, and policies in the performance of daily routines.
- Perform other program-related assignments as designated
- Present a positive image of the agency to members of the community.

Supervisory Relationships:

Works under the direct supervision of the Transit Coordinator.

Knowledge and Skills:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education, certification, licensing, experience, knowledge, skill, and/or ability required.

- Ability to read, interpret, and implement program guidelines efficiently and effectively
- Ability to make decisions in accordance with agency policy.
- Sustained concentration and ability to handle multiple tasks, often simultaneously.
- Ability to handle highly stressful and sensitive situations in a professional manner.
- Ability to work independently and maintain professional boundaries and confidentiality.
- Ability to exercise tact and discretion in all interactions.
- Organization and time management skills, as well as the ability to meet tight deadlines.
- Knowledge of the internet, e-mail, and websites is required.
- Ability to deal effectively with the public
- Maintain confidentiality with tact and discretion.

- Ability to work well with people of diverse cultural and socioeconomic groups, respect confidentiality, and work within ethical and legal parameters of social services.

Qualifications:

Experience:

- Computer skills, including the internet and e-mail
- Knowledge of office management and practices, keyboards, filing, data entry, and computers.
- Must be able to use Word and Excel computer applications. Familiar with web-based software.

General:

- Must be at least 21 years of age or older.
- Must have a valid Oklahoma driver’s license, automobile, and insurance.
- Must have reliable transportation with at least liability insurance, a good driving record, and a valid Oklahoma driver’s license.
- OSBI, MVR, and Drug/Alcohol Testing clearance required.
- Must be able to work a flexible schedule, including some evenings and/or weekends.
- Must be willing to work in a noisy, often stressful environment.

Physical Requirements:

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 essential functions.

- Sit for extended periods of time.
- See and read a computer terminal and printed matter with or without vision aids.
- Hear and understand speech at normal levels and on the telephone with or without hearing aids.
- Speak so that others may understand at normal levels and on the telephone.
- Enter data into a computer terminal, operate mainframe/personal computers, operate standard office equipment, and dial a telephone.
- Operate a motor vehicle.
- Stand, walk, bend over, kneel, stretch, grasp, reach overhead, stoop, twist, push, pull, lift, and/or carry 0 to 60 pounds to waist height.
- Intermittent walking, standing, bending, and stooping.
- Working with both hands and arms.
- Good close, distance, and peripheral vision.
- Frequent keyboard use.
- Some travel by auto, which exposes them to traffic in year-round weather conditions.
- Some exposure to offensive language, angry individuals, and threats.
- Work in an office environment with moderate noise levels.

General Qualifications:

Pre-employment drug testing requires passing a national criminal background check. No person who has been convicted of any felony or any crime against a person shall be hired as a transit employee. No person who has been convicted of a misdemeanor for a crime against a person within the immediate past five (5) years shall be hired as a transit employee.

INCA IS AN EQUAL OPPORTUNITY SERVICE PROVIDER AND EMPLOYER

Acknowledgment: I acknowledge receipt and understand the contents of this job description.

Employee Signature:		Date:	
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