

YMCA of Vincennes Job Description

Position: VanGo Dispatcher

FLSA Type: Non-Exempt

Reports To: VanGo Transportation Coordinator

Function:

To lead a reliable, efficient transportation dispatch service for the VanGo program.

Qualifications:

- High school diploma or equivalent
- CPR and Bloodborne Pathogen Exposure Control training
- Requires the ability to accurately and efficiently collect and record information. Must be professional with strong communication skills and a concern for the elderly.

Principle Job Activities

1. Accurately accept all information for in-take transportation service.
2. Provide accurate and timely transportation billing documentation to the Coordinator on a monthly basis.
3. Maintain and record information to provide an efficient transportation system.
4. Coordinate county-wide transportation to ensure long-distance trips used to maximum potential.
5. Assign vehicles and drivers for all rides, including special outings and contracts.
6. Complete forms to receive reimbursement for transportation provided.
7. Foster goodwill and a positive attitude with all staff to better serve the community.
8. Communicate essential information to appropriate staff.
9. Promptly and professionally answer phone calls, follow up on messages and collect data.
10. Schedule appointments as needed for clients and communicate to other staff.
11. Maintain clean and organized dispatch area.
12. Attend meetings and trainings as required.
13. Collect appropriate fares and follow cash handling procedures, only when needed.
14. Supports the Y mission, policies, standards and procedures in all situations.
15. Fulfills any functions designated by the VanGo Transportation Coordinator for the betterment of the program and the ability of the Y to meet its mission.

Effect on End Result:

This position ensures that VanGo provides safe, reliable public transportation for the Knox County community.

I understand and accept that the job description represents my agreement as to the job to be performed.

Signature _____

Date _____

