



## UCAN Employment Opportunity

### Dispatcher – Josephine County

<b>Transit</b>	<b>Recruitment open until filled</b>
<b>Budgeted hours: 25 hours/week – Non-Exempt</b>	<b>Salary: \$13.00 - \$18.00 plus generous benefit package</b>

**THE POSITION:** Provide scheduling and dispatching services to volunteer drivers and to U-Trans paratransit drivers and to coordinate with other transportation providers. Provide information about schedules for public transit routes. **Essential Functions of the Job:** 1. Answer multi-line phone system. Receive information from caller and schedule rides among multiple drivers while ensuring established time windows for pick up and drop off. Provide information about schedules for public transit routes. 2. Collect data needed for tracking of program reports. Maintain accurate files assuring all information is entered into the programs data base in a timely fashion. Provide information and reports to Supervisor as scheduled or requested. 3. Recruit and develop working relationships with volunteers. 4. Provide billings to Translink and returned re-bills for correction. 5. Enter weekly checks from Translink into Excel; copy and forward to Fiscal. 6. Receive driver mileage sheets, assure accuracy, enter data into Excel and forward to Fiscal. 7. Order supplies for dispatch center.

**MINIMUM QUALIFICATIONS:** One year experience in dispatching/scheduling rides with multiple drivers and vehicles OR a satisfactory equivalent combination of education and experience. At time of appointment, must possess valid Oregon driver’s license.

In addition to the above, applications will receive further evaluation based on the following: **Knowledge of:** Considerable knowledge of community transportation resources; considerable knowledge of streets and locations in Douglas and Josephine Counties. Basic knowledge of safety practices, laws, rules, regulations and precautions in operating a vehicle. **Skill in:** Working with people with transit barriers; organizational skills; good record keeping skills; basic computer skills. **Ability to:** Communicate effectively in both oral and written forms; make decisions independently in accordance with established policies, and use initiative and judgment in carrying out tasks and responsibilities; establish and maintain records, reports and statistical data; represent program in a variety of settings; maintain confidentiality; remain calm and use good judgment during confrontational or high pressure situations; courteously meet and deal effectively with coworkers, customers, community partners and the public. Must follow all safety rules and practices, and perform work in a safe manner.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT:** Work will require bending, occasional lifting and carrying up to 25 pounds, hearing voice conversations, keyboarding, reaching, sitting, standing, stooping and walking. Work is typically performed under reasonable good working conditions. Work involves continuous mental and/or visual attention and is performed in a safety conscious manner at all times.

**SUBMIT COMPLETED UCAN APPLICATION TO:**

UCAN Human Resources, 280 Kenneth Ford Drive, Roseburg OR 97470  
541-492-3913 FAX 541-492-3921

Application on website: [www.ucancap.org](http://www.ucancap.org) EQUAL OPPORTUNITY EMPLOYER & PROVIDER