



COMMUNITY BRIDGES
PUENTES DE LA COMUNIDAD

Reposted: February 8, 2023

Open Until: Filled

\$1,000 HIRING BONUS

(After completion of 6-month probationary period)

POSITION: SCHEDULER/DISPATCHER
(BILINGUAL ENGLISH/SPANISH REQUIRED)

PROGRAM: LIFT LINE
A PROGRAM OF COMMUNITY BRIDGES

Community Bridges envisions a thriving community where every person has the opportunity to unleash their full potential. Our family of ten programs delivers essential services, provides equitable access to resources, and advocates for health and dignity across every stage of life.

POSITION DESCRIPTION:

Under the supervision of the Program Director and in close cooperation with various site and program managers, scheduler/dispatcher makes ride reservations and compiles schedules for Lift Line transportation vehicles. Provides office assistance in other transportation related matters; performs related work as required.

DUTIES & RESPONSIBILITIES:

Client Ride Scheduling/Coordination:

- Screens potential riders over the telephone to determine eligibility for service and trip priority; works with drivers to resolve difficult or unusual situations involving clients.
- Schedules and coordinates rides according to priority and available space.
- Plans schedule in an effective manner to maximize driver efficiency and minimize travel time and miles driven; revises schedules as unanticipated situations arise.
- Communicates with drivers via two-way communication system concerning schedule changes, equipment malfunctions, medical emergencies, erroneous addresses, etc.;
- communicates with clients and others via telephone regarding such changes.
- Works in close cooperation with the various site and program managers to coordinate transportation services for several programs.

General Program and Administrative Support:

- Explains program policies and requirements to clients, members of human service and community organizations, and the public.

- Receives client complaints, follows up and if necessary, refers for further action to appropriate person.
- Keeps records for assigned function.
- Inputs and retrieves data on an in-house computer system, ie: Trapeze-pass, etc.
- In cooperation with the Program Director, schedules vehicle maintenance as requested; coordinates the ride schedules with such maintenance activities.

Professional Conduct:

- Acts in an independent and responsible manner in making decisions about complex and diverse scheduling and dispatching activities.
- Communicates effectively and respectfully with people from different racial, ethnic and cultural groups and from different backgrounds and lifestyles; demonstrates a knowledge of and sensitivity to their needs.

Job descriptions are intended to be illustrative only; they are not designed to be restrictive or to define each and every assigned duty and responsibility. In an organization of this nature, each employee is expected to perform such duties as necessary to fulfill the stated goals of the agency.

MINIMUM REQUIREMENTS:

Knowledge of:

- Demand-response transportation system principles;
- Ride scheduling methods and techniques;
- Record keeping practices; and
- The geography of Santa Cruz County.

Skill in:

- Scheduling rides efficiently, ensuring service, while minimizing driver time and miles driven;
- Altering schedules to meet changing needs;
- Maintaining records, making accurate arithmetic calculations, and preparing reports;
- Explaining the policies and requirements of the service;
- Organizing work and setting priorities;
- Performing general office support duties;
- Using a computer to input and retrieve scheduling data;
- Typing at a speed of 35 WPM;
- Exercising sound, independent judgment in emergency situations;
- Communicating effectively over the telephone and two-way communication system; in working with a variety of Agency staff and members of the community, exercising flexibility, tact and good communication skills; and
- Dealing tactfully, cooperatively, and effectively with other agency staff members, community organizations, and the public, including people from different racial, ethnic and cultural groups and from different backgrounds and lifestyles.

OTHER REQUIREMENTS:

- Computer literate, PC, Microsoft Word and Excel preferred
- Bi-lingual in English/Spanish required.
- Must pass a pre-employment drug-screening test and adhere to the Lift Line Drug and Alcohol Testing Policy. **This is a position that is safety sensitive and any safety**

sensitive work requires staff to be drug and alcohol-free, which includes marijuana.

- Must pass a criminal background check.
- Must possess a valid California Driver's License, be insurable and have use of a reliable motor vehicle incidental to the performance of the work.
- Must be able to work at a computer for full workdays; some routine lifting and reaching requirements.
- Must be fully vaccinated against COVID-19, including a booster shot when eligible.

We screen all applicants, require background checks on final candidates consistent with funding regulation requirements and are a Drug-Free Work Place.

This Agency complies with US Department of Transportation and Federal Transit Administration requirements to test Schedulers for drug use and alcohol misuse. Compliance with this law is a requirement of the job.

RATE OF PAY AND HOURS:

- This is a regular, non-exempt, 40 hr/wk position. Hours of work will mostly be Monday-Friday, with rotating weekend shifts.
- The agency rate of pay range for this position is \$19.10-\$24.77 per hour (plus a \$.40 per hour for bilingual differential after passing a test administered by the Human Resources Department).
- Regular on-site attendance is required.

BENEFITS:

- For employee: shared cost medical, dental, vision, life insurance, & Employee Assistance Program. This benefit package is valued at \$9,766.92/ /year.
- First year: 16 vacation days and 11 holidays, with accrual based on 40 hr/wk.
- Sick leave: Eight hours/month, with accrual based on 40 hr/wk.
- May be eligible to earn up to 4 Wellness Floaters per year after satisfying all eligibility requirements.
- 401(k) Retirement Plan: Agency matches employee contribution up to 5% of annual, effective during open enrollment period.
- Flexible Spending Account (FSA).
- Dependent Care Reimbursement Program.
- Paid lunch.

TO APPLY:

- Please submit your Community Bridges application by email (hr@cbridges.org), fax (831-688-8302) or in person. If you have any questions, please call 831-688-8840, Ext. 200.
- Resumes can be submitted but will not be accepted in lieu of an employment application.
- The application may be downloaded at: <https://communitybridges.org/employment/>
- If applicable, please submit any college transcripts, licenses, and/or certificates as an attachment to your application.

COMMUNITY BRIDGES IS AN EQUAL OPPORTUNITY EMPLOYER.

Applicants shall not be discriminated against because of age, ancestry, color, religious creed, denial of Family and Medical Care Leave, disability (mental and physical), marital, familial or parental status, medical condition, genetic information, military and Veteran status, national origin (including language use restrictions), race, sex (which includes pregnancy, childbirth, breastfeeding and medical conditions related to pregnancy, childbirth or breastfeeding), gender, gender identity, and gender expression, political affiliation or sexual orientation