

RURAL COMMUNITY TRANSPORTATION, INC. JOB DESCRIPTION

Volunteer Scheduler/Dispatcher

EMPLOYEE CLASS: **PFT** – PPT – TFT – TPT Rate of pay \$14.00 an hour Must Pass all background checks, have clear record, & pass drug screening

WORK SCHEDULE: Monday through Friday 12:00 to 8:00 PM

REPORTS TO: Tasha Green-Program Manager

Scope of Position: Coordinate all trips in least cost mode, work well as a team player; adhere to Medicaid and E&D guidelines

PRIMARY RESPONSIBILITIES

1. Schedule and dispatch all trips
2. Assist anyone coming into the office
3. Assure that all information is correct when entering trip requests in The Intake Tracking
4. Work with all drivers to maintain steady work schedule
5. Work with all dispatcher to assure of coordination
6. Filing, shredding, copying, and other clerical duties
7. Work with staff Verify 5% of requests daily
8. Return calls promptly
9. Record all notes in The Intake
10. Maintain organized chart off for all driver time off
11. Verify Medicaid eligibility
12. Maintain all required trip documentation including forms for each organization
13. Assure all drivers have schedules 1 days prior
14. Assure to always be dispatched out 2 business days
15. Maintain all required trip documentation including forms for each organization
16. Review and verify all manifests correctly

II. OTHER DUTIES

1. Must be respectful, polite, courteous to clients as well as staff
2. Excellent communication
3. Ability to multi-task
4. Ability to work in fast paced environment
5. Ability to deal with stressful situations
6. Other related duties as assigned.

Signature _____
Date _____