

CLASSIFICATION GRID: 10

BENCHMARK TITLE: TRANSPORTATION SCHEDULER

BENCHMARK NUMBER: 80896

JOB FAMILY: TRANSPORTATION SERVICES

SCOPE AND LEVEL DEFINITION

Coordinates transport of clients requiring specialized transit by developing, preparing, and adjusting driver schedules, and allocating work assignments to drivers.

TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Coordinates transport of clients in consultation with group homes, adult day centres, health clinics, and individual clients by developing, preparing, and adjusting schedules, and allocating work assignments to drivers.
2. Communicates, updates, and informs clients regarding times of service and changes to schedules.
3. Arranges for the service and maintenance of vehicles.
4. Establishes and maintains waiting lists for service.
5. Informs supervisor of difficulties encountered with scheduling, mechanical difficulties, and accidents.
6. Answers service-related inquiries and complaints, and follows up as required.
7. Performs administrative support duties such as data entry and filing.
8. Completes and maintains related records and documentation such as compiling user and vehicle statistics, and completing driver sheets.
9. Performs other related duties as assigned.

QUALIFICATIONS

Typical Education, Training, and Experience

- Grade 12
- Recent, related experience of one year
Or an equivalent combination of education, training, and experience
Or other Qualifications determined to be reasonable and relevant to the level of work

Typical Skills and Abilities

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to type
- Driving knowledge of applicable area