

Our mission is to improve the quality of life for older adults by providing a broad range of home and community-based services, enabling them to remain as active and independent as possible.

TRANSPORTATION SCHEDULER

RESPONSIBILITIES:

- Will exemplify the “Service with Heart” attitude that is expected of all employees.
- Responsible for entering and maintaining information in the computer database in a timely manner to provide statistics, reports and generated schedules to other employees and management team for effective decision making and delivery of quality services.
- Receive and make telephone calls to and from customers, medical facilities, and employees to determine customer needs and schedule appropriate services.
- Document and notify employees and management team of changes in schedules, customer conditions, etc. so changes can be made to ensure efficiency of the work force, quality of customer care and service, and efficient use of management time.
- Dispatch drivers efficiently and in a timely manner.
- Verify customer registration forms, signatures, dates of service, file and/or attach necessary forms.
- Notify all necessary departments of changes that may affect other services provided to the customer.
- Build daily manifests to ensure customers arrive at their destinations on time.
- Responsible for other office duties such as; copying, preparing new customer packets and mailings.
- Follow up with customer emergency contacts, when unable to locate or reach customers scheduled for transportation service.

BASIC QUALIFICATIONS:

- High School diploma
- Two years direct job experience
- Must have smart phone, office phone and computer skills
- Must meet the Agency’s general requirements
- Safe driving record and proof of insurance
- Must be able to pass random drug and alcohol test

FULL TIME BENEFITS INCLUDE:

- Medical, Dental, Vision and Life Insurance
- Holidays
- Vacation Time
- Sick Time
- 403B