

**JOB TITLE:** Scheduler  
**DEPARTMENT:** Customer Service  
**REPORTS TO:** Customer Service Manager  
**JOB LOCATION:** Denton, Texas

**LAST REVISION DATE:** 3/2021  
**JOB TYPE:** Full-Time  
**PAY TYPE:** Non-Exempt  
**HOURS:** Standard schedule weekdays, nights weekends, and holidays as needed

**JOB SUMMARY:**

The Scheduler is responsible for creating schedules and scheduling adjustments when and where necessary to ensure that passengers are picked up and dropped off at the correct locations, on time and with minimal service disruption. This position requires an individual who has excellent communications skills, is customer service oriented, is able to exercise discretion regarding confidential passenger information, and who works effectively with the general public and other employees.

**JOB FUNCTIONS:**

***These duties are a general representation of the position; assignments may vary***

- Receive calls from the public requesting, canceling, or changing transportation for DCTA's demand response services in accordance with established procedures, utilizing specialized computer dispatching system
- Creates daily run schedules and schedule adjustments for demand response vehicles while adhering to ADA requirements and securing personal passenger information
- Troubleshoots problems encountered while providing service and takes necessary steps to remedy identified issues and coordinates with the Dispatch Supervisor and/or Customer Service Manager to resolve
- Confirms and coordinates with the customer regarding information about trip status, requests, service options, transfers, or changes
- Determine eligibility, enter data, dispatch paratransit units in accordance with established procedures
- Use radio and telephone systems to coordinate calls and relay information and assistance to paratransit units and the general public.
- Maintain a variety of computer and manual logs, records, and files related to paratransit dispatching activities
- Sell tickets and passes for DCTA services
- Handle cash for sales transactions
- Process identification card pictures
- Perform a variety of record keeping, filing, indexing, and other general clerical work
- Other duties as assigned by the Customer Service Manager

**REQUIREMENTS TO PERFORM WORK**

***Essential Knowledge and Skills:***

- Ability to communicate effectively in both the written and spoken form; uses appropriate grammar, accurate spelling and punctuation when communicating through written form; communicates effectively with internal and external customers.
- Proficient writing, typing, and office management skills.
- Strong knowledge of Microsoft Office suite.
- Ability to interact professionally with internal and external clients.
- Ability to preserve confidentiality of sensitive material routinely encountered as part of work assignments.
- Work under time pressures to meet deadlines.

**EDUCATION AND EXPERIENCE:**

- High school diploma (or equivalent) or Associates degree in business or similar field.
- Minimum of 2 years of experience providing administrative support functions in a large department or organization that includes coordinating administrative support functions such as schedules, budget/procurement, and special projects.

**PHYSICAL REQUIREMENTS:**

***The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.***

- Prolonged periods sitting at a desk and working on a computer.
- Ability to lift 25 pounds.
- Repeated use of sight to read documents and computer screens.
- Repeated use of hearing and speech to communicate on telephone and in person.
- Repetitive hand movements, such as keyboarding, writing, 10-key.
- Work regularly requires using hands to finger, handle or feel and repetitive motions, frequently requires sitting and occasionally requires kneeling, stooping, crouching, standing, walking, reaching with hands and arms, lifting, pushing and pulling.

**WORK ENVIRONMENT:**

- The noise level in the work environment is usually moderate.
- Works generally indoors in a climate-controlled office setting; occasionally may work outdoors

**BENEFITS:**

- Medical: 100% Employer Paid for Employees / 50% Employer Paid for Dependents
- Dental / Vision: 100% Employer Paid for Employees / 50% Employer Paid for Dependents
- STD, LTD, Basic Life & AD&D
- 401K / Employer Match
- Additional voluntary benefits offered during enrollment