

DATS Scheduler

DEFINITION

This classification involves the design and preparation of run/route operating schedules. In support of a dedicated transportation service (Disabled Adult Transportation System – DATS). Incumbents are responsible for designing and developing route schedules for DATS drivers related to the provision of transportation services for disabled adults.

Employees of this classification schedule trips for disabled adults and vehicles to provide optimum use of resources, according to established service standards. Incumbents of this classification are required to use computer assisted data together with all necessary support documentation for the maintenance of accounts, records and files, regarding the provision of service.

Work at this level is performed under the direction of a Team Lead once the incumbent becomes familiar with the policies and procedures of the area. Only significant technical or administrative matters of considerable difficulty are referred to the Team Lead. Work is evaluated for effectiveness based on service delivered to the clients, as well as driver feedback.

TYPICAL DUTIES *

Schedule subscription trips, reservation bookings and same day bookings, taking into account a multitude of factors including meeting required service standards, scheduling for shared rides, variable route system, varying vehicle capacities and types, customer restrictions, road and weather conditions, and geographic layout of the city.

Co-ordinating routing/trip changes, cancellations, no shows or changes to origin or destination of trip.

Respond to driver, customer or caregiver concerns regarding service.

This includes requests for transfers, contacting support workers in emergent situations, responding to inquiries about late service, trip status, same day service or cancellation of service.

Provide analysis of route usage and suitability with regard to increasing or decreasing the trip matrix.

Use specialized software and databases for records maintenance.

Performs related work as required.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of systems and databases, preferably within a transit or transportation environment

Knowledge of the applicable procedures, policies and regulations pertaining to the area of specialty.

Considerable knowledge of the geography and street locations of given geographical areas.

Ability to deal effectively with a variety of citizens with physical or cognitive disabilities, their families, and caregiver agencies, civic personnel and the general public, using judgement and sensitivity.

Ability to think and react quickly and calmly in pressure situations.

Ability to communicate verbally and in writing with preciseness and accuracy.

Ability to understand and execute oral and written instructions.

Ability to multi-task, in a high volume work load area.

Skill in operating, equipment and systems related to the work assigned.

Well developed problem solving and dispute resolution skills.

TRAINING AND EXPERIENCE REQUIREMENTS

Job Level

Completion of Grade 12. Two (2) years of relevant scheduling experience in a transit or transportation industry, using a variety of computer application tools for the purpose of coordinating scheduling activities.

* *This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

DATS_SCHEDULER_JOB_CODE_7040.DOC

Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code	7040		7041	
Grade	015		016	

Originated: 2016-01
 Last Updated:
 Previous Updates: