

**PORTAGE AREA REGIONAL TRANSPORTATION AUTHORITY (PARTA)**  
**POSITION DESCRIPTION**

**Position Title: Scheduler**

**Department: Operations**

**FLSA Status: Non-Exempt Pay: Hourly/N8**

**Category: Non-Safety Sensitive**

**Revision Date: 05/20/14**

**Reports to: Lead Scheduler**

**JOB RESPONSIBILITIES** (Performs other related duties as assigned.)

Under general supervision, acts as customer service representative and performs a variety of clerical and administrative work in scheduling rides for passengers. Communicates routine and emergency information; inputs data using computer, verifies information and assists in the administration of standard operating policies and procedures. Promotes positive image of PARTA by providing customer-oriented service. Performs work safely; follows safety work rules, guidelines and procedures and exercises maximum care and good judgment to prevent injury and accidents from occurring.

**ESSENTIAL FUNCTIONS OF THE POSITION**

Acts as a customer service representative for PARTA by answering phones, providing information, answering questions, directing calls, and scheduling rides in a courteous and friendly manner. Demonstrates regular and predictable attendance.

Schedules rides for passengers, including general public rides, subscription rides, and contractual service client rides. Receives requests for service by phone, fax or other means and schedules rides in accordance with contract, policy or procedure.

Provides information and responds to questions. Explains services, such as fixed route, door-to-door and contract services; identifies location of bus stops and explains routes. Evaluates and handles customer inquiries with sensitivity and makes suggestions as to best course of action; takes complaints in writing and completes complaint form. Refers non-routine complaints or problems to supervisor or appropriate department.

Records customer information and schedules transportation using computer software. Verifies and accurately records data on computer scheduling program, including passenger name, address, phone number, time of ride, fare, and other data as directed. Reviews and adjusts routes to conserve time and resources, when possible.

Completes reports and logs on a daily, weekly, or monthly basis or as required; maintains files. Takes proactive approach to completing tasks to ensure timely and efficient service delivery. Communicates effectively both orally and in writing, and maintains effective working relationships with a variety of work-related contacts.

**OTHER DUTIES AND RESPONSIBILITIES**

Performs other related duties as assigned. Participates in safety meetings, training and retraining exercises and other meetings as required. Serves on other committees as needed.

## **MINIMUM QUALIFICATIONS**

High school diploma or equivalent with customer service and data entry skills and experience; or an equivalent combination of education and/or experience that demonstrates possession of the following knowledge, skills, and abilities:

Knowledge of: customer service and working with the public in a courteous and friendly manner; of transit operations and scheduling of transportation; of employer policies, procedures, and services; and of the Portage County area.

Skill in: operation of listed tools and equipment.

Ability to: communicate effectively both orally and in writing, and maintain effective working relationships with a variety of work-related contacts; manage computer scheduling program and perform computer-aided scheduling; answer inquiries from the public in a respectful, tactful, courteous, effective, and professional manner; operate communication equipment and telephone switchboard; use a computer keyboard by touch; type accurately, neatly, and rapidly; remain calm, control voice, and think quickly, logically and clearly in emergency situation; adjust to changing situation and operations as they are occurring; handle multiple tasks and priorities simultaneously; comprehend and accurately give directions from a map; develop a working knowledge of layout of county streets, major businesses and emergency facilities; retain, understand and carry out oral and written directions; keep accurate records; read and interpret policies, procedures, and contractual provisions as they relate to service delivery.

## **LICENSURE OR CERTIFICATION REQUIREMENTS**

- A) Valid State of Ohio Driver's License with no more than four points required at time of hire.
- B) Successful completion of previous employment verification, criminal background investigation.
- C) Successful completion of Non-Department of Transportation Pre-Employment Drug Screen.

## **TOOLS AND EQUIPMENT USED**

Operates tools and equipment including but not limited to: personal computer and related hardware and software, including word processing, spreadsheet, geographic information system, transit operations and communication software; and data management software; PDA, scanner and other related office technology; typewriter, 10-key calculator; telephone; cellular phone; TTY; copy machine; fax machine; audio/visual equipment and related components.

## **PHYSICAL DEMANDS**

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

In accordance with the U.S. Department of Labor and Physical Demands Strength Rating, this is considered Sedentary Work – Exerting up to 10 pounds of force occasionally (Occasionally: activity or condition exists up to 1/3 of the time) and/or a negligible amount of force frequently (Frequently: activity or condition exists from 1/3 to 2/3 of the time) to lift, carry, push, pull, or otherwise move objects, including the human body. Sedentary work involves sitting most of the time, but may involve walking or standing for brief periods of time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

The working environment involves exposure to conditions generally found in an office setting. The employee may move, lift, and/or retrieve items of standard office use, such as paper by the ream or box, file record storage boxes and office equipment.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The working environment involves exposure to conditions generally found in an office setting.

### **ADDITIONAL INFORMATION**

The employee may be required to wear employer-issued uniforms. The employee is required to comply with the employer's Drug Free Workplace Policy. The employee may be required to work evening and/or weekend hours in addition to a 40-hour work week.

Selection shall be based on ability to meet those job qualifications specified in the job description. This shall be determined from information received through the job application, resume, interview and references and may include job-related testing. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

PARTA has established the goal of 100 percent drug and alcohol free workplace. Applicants will be required to undergo pre-employment drug testing and may be subject to further urine and alcohol testing throughout their period of employment.

“PARTA does not discriminate in provision of services or employment because of handicap/disability, race, color, creed, national origin, sex or age.”