

JAUNT, Inc.

Job Title: Scheduler
Reports to: Operations Manager
Salary Level: Lead Operations Staff - non-exempt

JOB SUMMARY:

The Scheduler has the primary responsibility for preparing daily driver schedules to ensure maximum efficiency and allow as many transportation requests to be filled as possible. He or she may also be called upon to perform any variety of tasks within the operations department, requiring a good deal of cross-training, flexibility, and the ability to work well alone as well as work cooperatively with others. In addition to the primary function of scheduling, he or she may be called upon to accept and confirm reservations; dispatch, and provide back-up driving as required.

SPECIFIC DUTIES AND RESPONSIBILITIES:

1. Prepares schedules for all vehicles and drivers, using knowledge of available vehicles, driver schedules, and passenger needs.
2. Prepares daily list for Dispatch of drivers' vehicle assignments and hours of availability.
3. Serves as backup Lead Dispatcher, communicating schedule changes and new pickups, providing directions to destinations and other service direction.
4. Revises schedules as needed in response to changes in driver availability and passenger demands.
5. Ensures the availability of vans for scheduled maintenance, and schedules vans for maintenance as necessary.
6. Provides backup accident investigation in the absence of other staff.
7. Serves as backup driver and reservationist.
8. Assists clients with complaints and problems pertaining to services; refers such complaints as appropriate.
9. Works an alternative schedule as necessary.
10. Other duties as assigned.

REQUIRED BEHAVIORS

JAUNT'S organizational values are: treat everyone with respect, keep a positive attitude, and behave professionally at all times.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND QUALIFICATIONS:

This position requires a high school diploma or equivalent with some computer coursework or computer experience preferred. a thorough knowledge of the service area; ability to communicate well both orally and in writing with a diverse client base and co-workers; ability to prioritize and direct the work of others; ability to provide travel directions; ability to manage multiple tasks; ability to work independently; ability to remain courteous to clients and co-workers in fast-paced, high-pressure environment; ability to remain calm and make decisions under pressure; ability to perform multiple functions accurately and quickly; ability to meet daily deadlines; ability to serve as back-up driver as required, and, therefore, must hold a valid Virginia driver's license. Must have, or be able to obtain within three months, a Commercial Driver's License.