

# Cascade County

## Job Vacancy Announcement

<b>Position: Senior Transportation Dispatcher</b>	<b>Closing Date: October 12, 2012</b>
<b>County Department: Aging Services</b>	<b>Dept. Admin.: Rob Rung</b>
<b>Type of Position: Part-time - 20 hours 1:00pm-5:00pm M-F</b>	<b>Salary: \$10.19 per hour</b>
<b>Applications available at Cascade County Human Resource Department, <a href="http://www.cascadecountymt.gov">www.cascadecountymt.gov</a> or Job Service All application materials must be turned in to the Cascade County Human Resources Department and date stamped by 5:00 p.m. on the closing date.</b>	

### DESCRIPTION POSITION

This position functions in the capacity of Senior Transportation Dispatcher and an administrative support to the Senior Transportation Coordinator and the Director of Cascade County Aging Services. Primary responsibilities will be dispatch and scheduling of rides, front line contact via telephone, walk-in clients, and general administrative duties including clerical, data entry/processing, and filing.

### JOB REQUIREMENTS

**Knowledge and understanding of:** Office practices, procedures, filing and record keeping; County, State, and Federal regulations regarding transportation of seniors and Aging Services policies to comply with said regulations; Microsoft Office software, (Word, Excel, Outlook), Web based software; Internet and E-Mail; data-entry; multi-line telephone system and radio dispatch system; Cascade County Human Resource Policies and Procedures; various office machines including but not limited to the fax, phone, calculator, typewriter, computer, copier; safety rules, procedures, and practices.

**Skills in:** Interacting positively with co-workers, other county employees, clients, families, and general public; supporting professionals and others in the community in a professional and respectful manner at all times; adhering to the standards of confidentiality of all information involved with program/service participants, staff and/or fiscal matters; answering a multi-line telephone system and directs calls to appropriate program personnel; answering and returning phone calls in a timely and courteous manner; exercising patience and calming effect with senior clientele; taking appointment requests from clients for use of Senior Transportation; organizing driver pick-ups and schedules; issuing Intake Forms for users of the Transportation Program; assisting Senior Transportation Coordinator with mileage logs for all department vehicles; using radio to communicate with drivers when clients are ready to be picked-up for return trips home; checking vehicles in and out upon request from employees and prioritizes by program needs; completing all forms and documentation as required, in a timely manner; entering data of riders and clients into State Database System; placing orders for all supply orders for programs within Aging Services; attending all job related training mandated by Aging Services; acting as a back-up driver when need arises; performs other related duties as assigned.

**Ability to:** Multi-task; input information into database accurately; establish effective working relationships with other Aging Services staff, State agencies, other county departments, employees and the general public; pleasantly and efficiently greet the public; maintain updated files and the accuracy and detail of all documents; communicate effectively both verbally and in writing, and to follow verbal and written instructions; organizational and time management skills; respond promptly to requests for service and assistance from the public and various office personnel; work with grace under pressure and stressful situations; operate a variety of office equipment; read and comprehend materials; adhere to standards of confidentiality; follow verbal and written instructions; maintain concentration during frequent interruptions; observe work hours; demonstrate punctuality; work collaboratively with management and co-workers; observes established lines of authority.

### EDUCATION AND EXPERIENCE

The foregoing knowledge, skills and abilities are typically acquired through a combination of education and experience. At a minimum, all qualified applicants must have a high school diploma or GED **and** two (2) years general office experience. Experience with senior clientele is preferred. Applicant must possess a valid Montana State driver's license.

***The successful Applicant must serve a 6 month probationary period and may have a criminal background check conducted. The results thereof may disqualify the Applicant from consideration for employment with the County.***

**Notice to Applicants:** Applicants who are claiming Veteran's or Handicap Preference should provide a DD-214 Discharge Document or DPHHS Handicap Certification with their application for employment so that Cascade County may apply the preference during the selection process.

**Cascade County makes reasonable accommodations for any known disability that may interfere with the applicant's ability to compete in the recruitment and selection process or an employee's ability to perform the essential duties of the job. For Cascade County to consider such arrangements, the applicants must make known any needed accommodations.**

**CASCADE COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER**