

CITY OF SOUTHFIELD PARKS AND RECREATION
JOB OPPORTUNITY ANNOUNCEMENT

JOB TITLE: Dispatcher

CLASSIFICATION: Non-Career/Continuing Part-time

PAY RATE: \$11.00- \$13.00

LOCATION: Southfield Senior Services
26000 Evergreen, Southfield, Michigan

WORK SCHEDULE:Varies, 19 hours per week

JOB DUTIES:

- Set up driver schedule to take clients to various place and returns them.
- Operate computer and create daily schedules in the computer, check and answer email daily
- Answer phone calls and make phone calls, return voicemails and call people to remind them of next day appointments
- Schedule all appointments up to two weeks in advance and create schedules for a month out.
- Make supervisor aware when an incident happens on a bus with a passenger
- Make supervisor aware when a vehicle is in an accident and properly fill out an incident report
- Field customer service complaints and phone calls
- Refer clients to other organizations that provide transportation when we are fully booked.
- Create profiles of each passenger for date of birth, address, and addresses of destinations to keep on file for future transportation requests
- Must be able to multitask phone calls between care providers, drivers and clients as needed
- Must be able to make conference calls as needed.
- Collect and record data for weekly, monthly, quarterly and annual reports.

JOB REQUIREMENTS:

- Must be a high school graduate or equivalent, and a minimum of 21 years of age.
- Knowledge of computer, excel and word a must in working in TOSS office
- Phone skills for answering and making phone calls
- Must be able to pass a background check.
- Should know the City of Southfield to be able to schedule drivers and vehicles to destinations

Applicants will be invited to further participate in the selection process once a driving record and criminal history background check has been cleared.

APPLY AT: City of Southfield Parks and Recreation Department,
26000 Evergreen Road, Southfield, MI 48076,
or e-mailed to Cathy Fresia at cfresia@cityofsouthfield.com.

Applications can be downloaded from the City of Southfield's web site at www.cityofsouthfield.com.

This announcement is only a summary of the position, its duties, job requirements and compensation. Further information is available from the Parks & Recreation Department. The City of Southfield does not discriminate in its employment or any other programs or activities on the basis, of sex, race, color, age, height, weight, marital status, national origin, religion, arrest record, physical or mental disability, family status, sexual orientation, gender identity or any other protected category. We provide reasonable accommodation for qualified individuals with a disability if requested.

AN EQUAL OPPORTUNITY EMPLOYER M/F/V/H, DRUG FREE WORKPLACE



Individuals with special needs who may require assistance with the application process should contact the Human Resources Department at (248) 796-4700 (voice) or via email at hrsupport@cityofsouthfield.com if auxiliary aids or services are needed. Reasonable notice is required.