

Intake Specialist

DEPARTMENT	TRANSPORTATION	AGENCY	UCHRA
REPORTS TO	PROGRAM SUPERVISOR	WORK LOCATION	CENTRAL OFFICE
SOC CODE	43-5032	EMPLOYMENT	FULL-TIME
FLSA STATUS	NON-EXEMPT	DATE REVISED	01/28/2020

AGENCY REQUIREMENTS

The Upper Cumberland Development District and Human Resource Agency manage many vital programs designed to support the societal infrastructure necessary for a well-rounded community to thrive. Our goal is to provide a social safety net for those going through difficult times and to improve quality of life for all citizens in the region. Both agencies are committed to coordinating our efforts with the state and federal programs we administer and our staff will work closely in conjunction with programs throughout the Upper Cumberland.

Staff must be mindful of the Mission, Vision, and Values of the agencies, always maintaining the highest standards in professional development and business activities. Staff will adhere to agency policies and always conduct themselves in a manner that advances the Upper Cumberland Region and the organizations we serve.

Objective	Perform public transportation scheduling, routing, and dispatching duties; operates a variety of communication equipment, including twoway radio, telephone, computer mobile dispatch terminal and scheduling systems; creates, maintains and monitors computerized driver manifests/schedules; and responds to requests for service and provides information to passengers and the general public.
Functions and Duties	Provide public transportation and para-transit dispatching and routing services to the general public, dispatch deviated fixed route and para-transit vehicles as appropriate. Create, maintain and monitor computerized daily manifests/schedules for dispatching and routing transit services; modify and update schedules to improve services. Monitor computer and two way radio for information regarding scheduling issues and field situations; notify supervisor of situations requiring attention. Perform a wide variety of clerical duties including answering a multi-line phone, data entry and typing duties; sell bus tickets, passes and collect fares; maintain accurate records, logs, and files on transportation services; create monthly reports. Provide a variety of public transportation information to passengers, the general public and other public agencies. Provide quality customer service and respond to public inquiries and request for services in a courteous manner.
Qualifications and Skills	Modern office procedures, methods and equipment including computers. Principles and procedures of record keeping. Knowledge of streets, landmarks, and geography of the Upper Cumberland. Ability to interact effectively with the public and co-workers when providing and/or receiving information. Communicate clearly and concisely, both orally and in writing. Ability to make timely and appropriate decisions regarding the transportation and care of passengers. Gives permission to a background check and the background check meets agency requirements. The position requires, a negative pre-employment drug test after the job offer, random drug testing, and reasonable drug suspicion.
Education, Certifications, and Experience Required	High school diploma or equivalent. Experience working with public to provide the knowledge abilities, and skills needed for the job. This position requires various public transit education classes to maintain and/or add new certifications during employment.

This job description is not intended to represent a complete, comprehensive list of all responsibilities and there may be unplanned activities and other duties as assigned. The Upper Cumberland Development District/Human Resource Agency is an Equal Opportunity Employer and is in compliance with the Americans with Disabilities Act.