

# Maui Economic Opportunity, Inc.

## Job Description

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**Job Title:** Scheduler/Planner  
**Department:** Transportation  
**Reports To:** Customer Service & Community Relations Supervisor  
**FLSA Status:** Nonexempt  
**Prepared Date:** September 2012  
**Updated:** June 2020  
**Pay Grade:** T7

### **SUMMARY:**

Prepares quotes and schedules excursion as requests. Create and generate driver's daily schedules to include complete assignments and instructions. Assists dispatch and reservations as necessary when needed.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Create and generate schedules for excursions.
- Compiles, creates and generates daily driving schedules based on the needs of MEO, other agencies, individuals and groups as necessary.
- Inputs daily schedules into the transportation database.
- Tracks, monitors and records driver's leave request to include, annual, sick and personal.
- Compiles and prepares routine reports as required.
- Prepares quotes, compiles and tracks all excursion request, & monitor information to meet the County Contract guidelines as necessary.
- Maintain two-way radio communication.
- Assign, dispatches and reroutes MEO vehicles as necessary.
- Issues orders of departure according to schedule.
- Contact drivers of assignment changes by radio or cell phone as necessary.
- Maintain daily dispatcher's log.
- Arrange for schedule coverage as necessary.
- Answer telephone, takes messages, client reservations.
- Act as a back-up for Reservationists
  - Enter information into the scheduling database; repeat trip(s) information to the client and issue a confirmation number before ending the call.
  - Assist clients with missed or late pick-ups and drop offs.
  - Answer questions and directs callers to the appropriate manager as needed.
  - Log all complaints and compliments as needed.
- Update client information.
- Approve and monitor all schedule changes.
- Enter daily transportation totals into the computer and maintains backup copies of data.
- Type and file reports as necessary.
- Maintains a high level of customer service ensuring that client's needs are met.
- Understand, follow and support all safety policies and programs.
- Work varied shifts to include nights, weekends and holidays.
- Regular attendance.

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### **NONESSENTIAL DUTIES AND RESPONSIBILITIES:**

- May act as an aide to assist drivers with special needs clients.
- Perform other duties as assigned.

### **SUPERVISORY RESPONSIBILITIES:**

None

### **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Working knowledge of transportation rules and regulations.
- Working knowledge of transportation scheduling and planning.
- Working knowledge of transportation dispatching.
- Ability to type 45 words per minute.
- Excellent interpersonal skills, which include, verbal, written and listening.
- Working knowledge and application of proper telephone etiquette.
- Skilled in computer applications including desktop applications and data entry.
- Organized, detail and tasks oriented.
- Ability to provide a negative drug test result.
- Ability to work varied shifts, which may include, nights, weekends and holidays.
- Ability to travel off-island on occasion for training.

### **EDUCATION and/or EXPERIENCE:**

- High School degree and one (1) year experience working in a related field, or equivalent combination of training and experience.

### **LANGUAGE SKILLS:**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.

Ability to write routine reports and correspondence.

Ability to speak effectively in a clear and concise manner on a two-way radio.

### **MATHEMATICAL SKILLS:**

Ability to add, subtract, multiply, and divide in all units of measure.

### **REASONING ABILITY:**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.

Ability to deal with problems involving several concrete variables in standardized situations.

Ability to interact and have compassion for persons with mental and physical disabilities.

Ability to relate to and interact with children.

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Ability to defuse agitated clients and drivers in stressful situations.  
Ability to assist Civil Defense during a major crisis.

### **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. While performing the duties of this job, the employee is:

- Frequently required to sit; use hands to finger, handle, or feel; and talk or hear.
- Occasionally required to stand, walk, and reach with hands and arms.
- Regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include close vision, and ability to adjust focus.

### **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.

While performing the duties of this job, the employee is:

- Occasionally exposed to moving mechanical parts, fumes or airborne particles, outside weather conditions, risk of electrical shock, and vibration.
- The noise level in the work environment is usually moderate.