

DEFINITION

Employees of this class are primarily focused on supporting the real time operation of the Disabled Adult Transportation System (DATS). They interact with customers and drivers in a variety of ways to ensure that DATS services are provided in accordance with established standards of safety and service delivery timeliness. Incumbents typically perform a full range of working responsibility and functions (some positions may specialize in specific aspects of the work).

Responsibilities include scheduling and dispatching drivers and vehicles to make optimum use of resources, responding to service related inquiries and complaints and to driver requests for on-road support, and monitoring, evaluating and coaching on driver performance. Incumbents of this class are required to maintain accounts, records and files regarding the provision of service, and in doing so, will access computer assisted data and perform specialized administrative tasks.

COMPLEXITY OF WORK

The work of this class involves contact with numerous groups, including drivers, DATS clients, caregivers, caregiver agencies and members of the general public, to assist in the resolution of a diversity of concerns and problems. Given the customer service nature of the work, the need to deal with contentious people and issues will arise.

Incumbents are required to employ a variety of approaches to ensure that the level of service provided is consistent with established DATS standards. They are expected to independently evaluate situations, determine the most effective approaches, and to tailor their approach to each situation as required to resolve the issues. Incumbents are expected to make decisions that support reaching standards of performance; responsibility extends to decisions such as how best to handle vehicle or driver problems in the field, what changes to existing schedules must be made to improve immediate service, and what measures should be considered for resolving a customer's complaint. In reaching decisions or taking action, incumbents must evaluate the likely impact to DATS' reputation for customer service and the life safety of passengers.

Work at this level is performed under limited direction of a supervisor once the incumbent becomes familiar with the policies and procedures of the area. Only significant technical or administrative matters of considerable difficulty are referred to the supervisor. Work is evaluated for effectiveness based on service delivered to the clients, as well as driver feedback.

WORKING CONDITIONS

Physical requirements of this role depend on the specific nature of the work assigned. Employees working within scheduling/ dispatch perform typical office work and are required to sit for prolonged periods of time and to use a computer keyboard and monitor. Employees working within operations perform both office and field work, with the field work requiring them to be able to move fare boxes, weighing approximately 5 lbs each, on a repeated basis for concentrated periods of time. Employees assigned to the driver support area work both in the office and in the field, which consists of long periods of driving, helping drivers move clients and manoeuvre equipment like wheelchairs.

All employees in this class are required to work on a shift basis, as DATS operates on a 20/7 basis.

SUPERVISORY RESPONSIBILITIES

Though no positions within this class are formal supervisors, the nature of the contact with DATS drivers requires some employees of this class to operate in a team lead capacity. This includes assigning and delegating work to drivers, determining the need for overtime support, observing and coaching drivers for improved performance, and supporting the driver recruitment process by participating in interviews. Supervisory responsibility in this role does not extend to authorizing formal disciplinary action, though it could include formal coaching and documenting of key driver performance indicators.

TYPICAL DUTIES *

- Conduct on-board and on-route monitors, including site checks at pick-up and drop-off locations to ensure that service standards, policies and regulations are being adhered to by drivers and passengers.
- Assist drivers with concerns regarding route schedules, pick-up and drop-off locations, vehicle and equipment operations and driver administration requirements through one-on-one consultation.
- Use vehicle MDC and desk-top PTS tracker to manage route/driver reports and details, investigate issues and provide appropriate support as required such as coaching, counselling, teaching and instruction.
- Provide one-on-one and group training sessions for drivers on safe vehicle operations, customer service, passenger management, wheelchair handling, loading and unloading, trip prioritization, bus evacuations, etc.
- Schedule subscription trips, reservation bookings and same day bookings, taking into account a multitude of factors including meeting required service standards, scheduling for shared rides, variable route system, varying vehicle capacities and types, customer restrictions, road and weather conditions, and geographic layout of the city.
- Address all required short-term route changes via telephone, fax or radio including same day cancellations or bookings, changes of origin or destination and transfers, so that groupings are maximized as much as possible.
- Explain policies and procedures to employees, customers and general public.
- Responds to and resolves driver, customer or caregiver concerns, inquiries and complaints; this includes investigating the specifics of the issue, determining possible solutions, and either implementing actions or recommending possible remedies to supervisor. Examples of issues raised include: requests for transfers, contacting support workers in emergent situations, responding to inquiries about late service, trip status, same day service or cancellation of service.
- Ensure daily coverage of scheduled service through resource planning, management of relief pool, part-time driver assignment, allocation of overtime and driver call-in as required.
- Assign DATS vehicles are appropriately assigned by size, configuration and driver ability to scheduled routes. Liaise with drivers and MES regarding mechanical and maintenance concerns.
- Arrange back-up vehicle for on-road or in-garage breakdowns. Drive a replacement vehicle to field location for change-over if required.
- Manage fare handling processes, including assigning cashbox and key to each driver at start of shift, taking cash boxes into dual custody at end of shift, recording quantities and driver ids, sealing money bags and transferring to armoured service. Report any suspected fraudulent activity or suspicious events.

Perform related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of the DATS service standards, as well as applicable procedures, policies and regulations pertaining to the area of specialty, such as passenger safety or fleet troubleshooting
- Considerable knowledge of the geography and street locations of given geographical areas
- Ability to deal effectively with a variety of citizens with physical or cognitive disabilities, their families, and caregiver agencies, civic personnel and the general public, using judgement and sensitivity
- Ability to think and react quickly and calmly in pressure situations
- Ability to communicate verbally and in writing with preciseness and accuracy
- Ability to multi-task, in a high volume work load area
- Well developed problem solving and dispute resolution skills
- Ability to obtain and retain a clear security clearance, including the vulnerable persons sector

TRAINING AND EXPERIENCE REQUIREMENTS

High school diploma and a minimum of two (2) years experience within a DATS service delivery environment including experience in a training, team lead or coaching role (Relief Pool), or five (5) years experience in the transportation industry using a variety of computer-aided communications and dispatching equipment to coordinate and schedule activities. Possession of a valid class 4 & 5 license is required.

* *This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

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Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code	2102		2103	
Grade	015		016	
Originated:	2006-12			
Last Updated:	2011-02			
Previous Updates:	2007-10			