

**[6] TRANSPORTATION SERVICES**

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COMMUNITY SUBSECTOR – TRANSPORTATION SERVICES BENCHMARKS

**[6] TRANSPORTATION SERVICES**

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# BENCHMARK *Dispatcher*

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CLASSIFICATION GRID: 4

BENCHMARK TITLE: DISPATCHER

BENCHMARK NUMBER: 80895

JOB FAMILY: TRANSPORTATION SERVICES

## SCOPE AND LEVEL DEFINITION

Receives calls, dispatches drivers in accordance with transportation requests, and advises clients, drivers, and schedulers of changes.

## TYPICAL FUNCTIONS AND RESPONSIBILITIES

1. Receives calls, and uses equipment such as two-way radio systems to dispatch drivers to pick up and transport clients in accordance with transportation requests and changes to same, such as new trip requests, changed times, and cancellations.
2. Advises clients, drivers, and schedulers of changes to transportation requirements, such as new trip requests, changed times, and cancellations.
3. Registers clients who are eligible for transportation services by performing duties such as entering client data into a computerized system, informing new clients of their identification numbers, and providing clients with information related to company policies and procedures.
4. Answers service-related inquiries and complaints, and follows up as required.
5. Completes and maintains related records and documentation such as logs.
6. Performs administrative support duties such as data entry and filing.
7. Performs other related duties as assigned.

**QUALIFICATIONS**

**Typical Education, Training, and Experience**

- Grade 12
- Class V BC Driver's License
- Recent, related experience of six months  
Or an equivalent combination of education, training, and experience  
Or other Qualifications determined to be reasonable and relevant to the level of work

**Typical Skills and Abilities**

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to type at 50 wpm
- Driving knowledge of applicable area

**CLASSIFICATION GRID: 3**

**BENCHMARK TITLE: TRANSPORT 1**

**BENCHMARK NUMBER: 80897**

**JOB FAMILY: TRANSPORTATION SERVICES**

**SCOPE AND LEVEL DEFINITION**

Operates motor vehicles for the purpose of transporting supplies and materials. Performs routine inspection and maintenance duties on vehicles and related equipment.

**TYPICAL FUNCTIONS AND RESPONSIBILITIES**

1. Transports a variety of supplies and materials to various locations by operating motor vehicles such as cars, trucks, and vans.
2. Loads and unloads items such as materials, supplies, and clients' household items.
3. Performs routine inspection and maintenance duties on vehicles and equipment such as securing load, cleaning interior and exterior of vehicle, fueling vehicle, checking belts, lights, and tires, and maintaining fluid levels. Recommends vehicle and equipment repairs as required.
4. Collects payments, obtains required signatures, issues receipts, and balances cash.
5. Completes and maintains related records and documentation such as log books and statistics.
6. Performs administrative support duties such as answering telephones, arranging times for picking up and delivering supplies and materials, and altering schedules.
7. Performs other related duties as assigned.

**QUALIFICATIONS**

**Typical Education, Training, and Experience**

- Grade 12
- Class V BC Driver's License  
Or an equivalent combination of education, training, and experience  
Or other Qualifications determined to be reasonable and relevant to the level of work

**Typical Skills and Abilities**

- Ability to communicate effectively, both verbally and in writing
- Ability to deal with others effectively
- Physical ability to carry out the duties of the position
- Ability to operate related equipment
- Ability to organize work
- Knowledge of basic vehicle maintenance

**CLASSIFICATION GRID: 4****BENCHMARK TITLE: TRANSPORT 2****BENCHMARK NUMBER: 80898****JOB FAMILY: TRANSPORTATION SERVICES****SCOPE AND LEVEL DEFINITION**

Operates a motor vehicle with a seating capacity of 10 or less (including driver), including motor vehicles modified to accommodate wheelchairs, for the purpose of transporting passengers to and from events such as programs, appointments, and outings. Performs routine inspection and maintenance duties on vehicles and related equipment.

**TYPICAL FUNCTIONS AND RESPONSIBILITIES**

1. Transports passengers to various locations by operating a motor vehicle with a seating capacity of 10 or less (including driver), including motor vehicles modified to accommodate wheelchairs.
2. Assists passengers to get in and out of vehicle, including assisting clients in wheelchairs by operating hoists in mobility aid, lift-equipped vehicles. Ensures that passengers and equipment are safely harnessed when vehicle is in operation.
3. Performs routine inspection and maintenance duties on vehicles and equipment such as securing load, cleaning interior and exterior of vehicle, fueling vehicle, checking belts, lights, and tires, and maintaining fluid levels. Recommends vehicle and equipment repairs as required.
4. Assists passengers during transportation by performing duties such as providing information, ensuring compliance with regulations, and managing problems and emergencies that arise, in accordance with established guidelines.
5. Collects fares, issues receipts, and balances cash.
6. Completes and maintains related records and documentation such as log books and statistics.
7. Performs administrative support duties such as answering telephones, booking client trips, altering schedules, and arranging times for picking up and dropping off clients.
8. Performs other related duties as assigned.

**QUALIFICATIONS**

**Typical Education, Training, and Experience**

- Grade 12
- Class IV BC Driver's License
- Recent, related experience of one year  
Or an equivalent combination of education, training, and experience  
Or other Qualifications determined to be reasonable and relevant to the level of work

**Typical Skills and Abilities**

- Ability to communicate effectively, both verbally and in writing
- Ability to deal with others effectively
- Physical ability to carry out the duties of the position
- Ability to operate related equipment
- Ability to organize work
- Knowledge of basic vehicle maintenance
- Driving knowledge of applicable area

**CLASSIFICATION GRID: 5****BENCHMARK TITLE: TRANSPORT 3****BENCHMARK NUMBER: 80900****JOB FAMILY: TRANSPORTATION SERVICES****SCOPE AND LEVEL DEFINITION**

Operates a motor vehicle with a seating capacity of 11 to 25 (including driver), including motor vehicles modified to accommodate wheelchairs, for the purpose of transporting passengers to and from events such as programs, appointments, and outings. Performs routine inspection and maintenance duties on vehicles and related equipment.

**TYPICAL FUNCTIONS AND RESPONSIBILITIES**

1. Transports passengers to various locations by operating a motor vehicle with a seating capacity of 11 to 25 (including driver), including motor vehicles modified to accommodate wheelchairs.
2. Assists passengers to get in and out of vehicle, including assisting clients in wheelchairs by operating hoists in mobility aid, lift-equipped vehicles. Ensures that passengers and equipment are safely harnessed when vehicle is in operation.
3. Assists passengers during transportation by performing duties such as providing information, ensuring compliance with regulations, and managing problems and emergencies that arise, in accordance with established guidelines.
4. Performs routine inspection and maintenance duties on vehicles and equipment such as securing load, cleaning interior and exterior of vehicle, fueling vehicle, checking belts, lights, and tires, and maintaining fluid levels. Recommends vehicle and equipment repairs as required.
5. Collects fares, issues receipts, and balances cash.
6. Completes and maintains related records and documentation such as log books and statistics.
7. Performs administrative support duties such as answering telephones, booking client trips, altering schedules, and arranging times for picking up and dropping off clients.
8. Performs other related duties as assigned.

**QUALIFICATIONS**

**Typical Education, Training, and Experience**

- Grade 12
- Class IV BC Driver's License
- Recent, related experience of two years  
Or an equivalent combination of education, training, and experience  
Or other Qualifications determined to be reasonable and relevant to the level of work

**Typical Skills and Abilities**

- Ability to communicate effectively, both verbally and in writing
- Ability to deal with others effectively
- Physical ability to carry out the duties of the position
- Ability to operate related equipment
- Ability to organize work
- Knowledge of basic vehicle maintenance
- Driving knowledge of applicable area

CLASSIFICATION GRID: 6

BENCHMARK TITLE: TRANSPORTATION SCHEDULER

BENCHMARK NUMBER: 80896

JOB FAMILY: TRANSPORTATION SERVICES

**SCOPE AND LEVEL DEFINITION**

Coordinates transport of clients requiring specialized transit by developing, preparing, and adjusting driver schedules, and allocating work assignments to drivers.

**TYPICAL FUNCTIONS AND RESPONSIBILITIES**

1. Coordinates transport of clients in consultation with group homes, adult day centres, health clinics, and individual clients by developing, preparing, and adjusting schedules, and allocating work assignments to drivers.
2. Communicates, updates, and informs clients regarding times of service and changes to schedules.
3. Arranges for the service and maintenance of vehicles.
4. Establishes and maintains waiting lists for service.
5. Informs supervisor of difficulties encountered with scheduling, mechanical difficulties, and accidents.
6. Answers service-related inquiries and complaints, and follows up as required.
7. Performs administrative support duties such as data entry and filing.
8. Completes and maintains related records and documentation such as compiling user and vehicle statistics, and completing driver sheets.
9. Performs other related duties as assigned.

**QUALIFICATIONS**

**Typical Education, Training, and Experience**

- Grade 12
- Recent, related experience of one year  
Or an equivalent combination of education, training, and experience  
Or other Qualifications determined to be reasonable and relevant to the level of work

**Typical Skills and Abilities**

- Ability to communicate effectively, both verbally and in writing
- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to operate related equipment
- Ability to organize and prioritize
- Ability to type
- Driving knowledge of applicable area