

Intercity Transit
JOB TITLE: Senior Operations Scheduling Coordinator

BAND B	GRADE 2	SUBGRADE 3
DEPARTMENT: Operations	DIVISION: Operations	FLSA STATUS: Non-Exempt
SUPERVISION RECEIVED FROM: Operations Director	SUPERVISION EXERCISED OVER: N/A	PAY GRADE: B23
SUMMARY: This position has a dual responsibility for leading and directing work to technical and support staff and is also responsible for the scheduling, bidding and payroll functions for Fixed Route and Dial-a-Lift Operators. This includes planning and scheduling daily work assignments and monitoring and tracking Operator attendance and leaves.		
DISTINGUISHING CHARACTERISTICS: This position leads and directs the work of technical and support staff. Performs specialized activities in support of the Operations Department. Performs specialized and specific activities requiring knowledge of transportation and office programs.		

DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FREQUENCY
1.	Provides lead direction to Scheduling Coordinator staff on daily work and projects. Provides technical assistance and training to Scheduling Coordinators and other staff in various functions.	Daily 50% (B3)
2.	Serves as the liaison and subject matter expert in coordinating different processes and rules that exist between fixed route, DAL services and office divisions such as payroll and human resources.	Daily 5% (B3)
3.	Prioritizes and assigns work to replacement/relief Operators based on rotation hours and service requirements. Plans, organizes, and coordinates the activities and functions of the Extraboard Operators for Fixed Route and DAL (Dial-A-Lift) services.	Daily 45% (B2)
4.	Creates and modifies Operator payroll sheets (posted work assignments). Reconciles information, comparing Operators' daily logs to work assignments. Maintains copy of Operator payroll records.	Daily 10% (B2)
5.	Within departmental policies, approves/disapproves, maintains and tracks leave requests for vacation, sick, leave without pay, military, jury duty, Union, administrative leave, and various meetings for all Operators.	Daily 5% (B2)

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DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)	FRE-QUENCY
6.	Processes, maintains and tracks medical leave, worker's compensation leave, FMLA leave, and transitional work assignments in conjunction with the Human Resources Department.	Daily 5% (B2)
7.	Coordinates and conducts semi-annual Operator service change, holiday, mandatory training, and annual vacation bids. Creates and modifies Extraboard Operator jobs based on service requirements. Prepares and distributes Operator job information to other agency departments and Operator Resource Center.	Monthly 10% (B2)
8.	Develops curriculum and teaches Scheduling Module training class to all new Operator Trainees. Trains new Operations Assistants, Scheduling Coordinators and Operations Supervisors upon hire in Scheduling practices and procedures.	Occasionally 5% (B2)
9.	Provides accurate information to Operators about Agency policies and procedures, Union contract, and informational considerations related to Scheduling, bidding, mandatory training, time-off requests, leave balances and usage, and pay hours. Answers related questions; addresses complaints and facilitates the resolution of problems.	Daily 10% (B2)
10.	Attends committee meetings relating to scheduling and the Operation Department interests.	Occasionally 5% (A1)
11.	Creates and maintains various databases, forms, and other tools required to complete work assignments, service change and other bids, and leave usage.	Weekly 5% (B2)
12.	Provides backup to the Operations Assistant and Commuter Services Assistant during periods of absences, backlog or as needed.	As Required (B2)
13.	Performs other duties of a similar nature or level.	As Required
14.	Must meet regular time and attendance standards.	Always

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Knowledge (position requirements at entry):

Knowledge of:

- Customer service principles;
- Modern office procedures, methods, and equipment;
- Basic filing and recordkeeping principles;
- Basic mathematical concepts;
- Word processing methods;
- Records management practices;
- Applicable Federal, State, and Local laws, rules, and regulations;
- English language, grammar, and punctuation.

Skills (position requirements at entry):

Skill in:

- Using computers and related software applications;
- Performing routine mathematical calculations;
- Providing customer service;
- Filing;
- Keyboarding;
- Performing multiple tasks simultaneously;
- Using modern office equipment;
- Reading and interpreting documents;
- Analyzing data and comparing various sources of information;
- Processing and maintaining a variety of records;
- Preparing a variety of reports and other related written correspondence and materials;
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, and the general public sufficient to exchange or convey information and to receive work direction.

Training and Experience (position requirements at entry):

Associates Degree and three years of increasingly responsible administrative support experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (position requirements at entry):

None Required.

Must submit to criminal background check, the results of which must meet hiring criteria for the role.

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Physical Requirements:

Positions in this class typically require: reaching, fingering, grasping, talking, hearing, seeing and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

NOTE: The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

5/2019: New position created by Emily Bergkamp, Director of Operations. hs