

Easylink Community Services Limited

Position Description

Position	005A Customer Service Coordinator – Scheduler
Purpose	Coordination of client transport including scheduling, dispatch, intake, assessment and bookings
Accountable to	Services Manager
Employment	Permanent Full time
Award and Category	Community Transport (NSW) Multi Enterprise Agreement 2011 Classification 4
Hours/Days	38 hours per week Monday to Friday

Key Responsibilities

Bookings, scheduling and dispatch

- Undertake daily operational tasks utilising RouteMatch software system
- Receive bookings from customers and enter in system
- Schedule and allocate bookings, vehicles and drivers optimising with maximum efficiency
- Monitor vehicle and trip status during day of service including trip modifications/cancellations, communication with drivers (Dispatch)
- Send and monitor customer notifications
- Distribute manifests and daily run packs to drivers
- Coordinate roster of drivers to manage the daily bookings schedule
- Liaise with drivers regarding suitable duties and availability for work
- Ensure all vehicles are staffed with suitably qualified personnel

Intake and Assessment

- Receive new customer requests, assess and enter into database
- Maintain, secure and update customer information on computer files
- Ensure recording of customer's changing transport needs and undertake re-assessments
- Send information pack to new customers
- Maintain records of unmet need
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Other

- Schedule regular washing and cleaning of all vehicles with Fleet Coordinator
- Verify taxi invoices and trips
- Assist in the development of new services in collaboration with Services Manager
- Access Telephone Interpreter service as required
- In Manager's absence respond to emergency situations where customer welfare is at risk
- Provide updated service information to other services
- Implement and monitor systems and processes as directed to ensure the effective operation of the Service
- Be available for the 'on-call' out of hours emergency roster
- Liaising with hospitals regarding treatment times for ongoing customers
- Scheduling and liaising for NDIS customers

General Responsibilities

- Adhere to Home care and Disability Standards
- Adhere to Easylink Policies and Procedures
- Uphold Privacy and Confidentiality
- Work as part of a team
- Be flexible
- Other duties as directed