



**Job Code:** 6802

**Grade:** X15

**HCWR:** N

**Job Title**

Scheduler/Dispatcher

**Department**

In-Patient Transportation

**Job Summary**

The Scheduler/Dispatcher plans and directs the activities of the transporters. Dispatches transporters for pickup and delivery of patients and their belongings.

**Typical Duties**

- Checks crucial area when initially reporting on duty
- Checks long day poster to determine if employees who are assigned for duty are present, notify supervisor of any discrepancies and if any overtime person(s) have been assigned to work
- Makes trip sheets for each transporter; third shift for Days, Days for P.M. shift and P.M. for the night shift
- Ensures effective, efficient and timely pick-up and delivery of patients, any discrepancies contact supervisor on duty
- Enters all trips through the Centralize dispatching system, also via. Numeric paging system in a timely order. If the request indicates patient needs oxygen cylinder, please notify transporter before sending for exam
- When there are three (3) dispatchers on duty, all assignments will be determined by the supervisor on duty
- First assigned dispatcher will answer phones and put all request in the Centralize Dispatching system
- Second will dispatch the assignment through the numeric paging system
- All dispatchers are responsible for clocking transporters in and out after each assignment
- At end the of shift you must, through the centralized dispatching system, use day closed so that the next shift can properly start the shift
- Records the total number of trips performed in each working area on the daily productivity sheet
- Reports any problems to the immediate Supervisor concerning patient, wards, personnel, and transportation staff
- Schedules emergency transportation for patient if and when requested
- Communicates with the Director, in the event of an emergency requiring administrative approval, when line supervisor is not available
- Notifies transporters to isolation precautions, if necessary
- Checks sign-in sheet when Supervisor is not available
- Performs other duties as required including transporting of patients

**Minimum Qualifications**

- High School Diploma or GED equivalent
- Experience typing and using computers



**Preferred Qualifications**

- NA

**Knowledge, Skills, Abilities and Other Characteristics**

- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population comprised of diverse cultures and age groups
- Ability to read, write and comprehend is essential for patient safety and prevention of transport errors

**Physical and Environmental Demands**

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

**The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.**

**For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.**