



## **ICS Volunteer Job Description Transportation Scheduler**

**Job Title:** Transportation Scheduler, reports to Transportation Coordinator

**Program:** Caregiving Senior Services

ICS offers a variety of Caregiving Services that help registered ICS recipients who are frail, ill or disabled live independently in their own homes, without the need for institutional care. The transportation program offers recipients free transportation to-and-from medical appointments, shopping, pharmacy, bank, post office, library and salon upon request.

### **Job Description:**

The Transportation Scheduler works at an ICS office for the Transportation Department to schedule requested rides for participants and answer incoming calls for rides as needed. Volunteers embody ICS values of Respect, Integrity, Compassion, Collaboration, and Innovation.

### **Job Details:**

- Within the Transportation Department, answer phone calls for scheduling rides.
- Match the ride request to an available volunteer driver using the in-house ETO computer system.
- Once the ride is scheduled, the Scheduler calls the participant to confirm the details about the ride and volunteer driver.
- Extensive training provided

### **Volunteer Qualifications:**

- Above average computer skills
- Comfort with tasks on a computer such as using Microsoft Outlook to send emails, using an online database, cut and paste, opening multiple windows, printing, etc.)
- Enjoy answering phones and talking with seniors
- Friendly attitude, especially over the phone
- Ability to multitask

**Location:** ICS NW Office (2820 W Ina Rd.

**Time Commitment:** 4-hour shifts once a week minimum; volunteer selects one slot between Monday - Friday, 9am-1pm and 1pm - 4pm