



April 2021

1. JOB IDENTITY

Post Title:	Transport Officer (demand responsive)	Service:	Infrastructure Services
Section:	Passenger Transport Unit	Grade:	Tech E
Reports to:	Transport Coordinator		

2. JOB PURPOSE

- Provide technical and administrative support in the handling of trip requests for demand responsive transport (DRT) services and in monitoring the daily operation of DRT services and provide transport advice

There is a responsibility for the post holder to demonstrate a commitment to quality service delivery through continuous improvement for the benefit of the Service and the organisation

3. CORE RESPONSIBILITIES / DUTIES

- Handle telephone and email transport requests and schedule passenger trips onto vehicles using e-scheduling software
- Monitor scheduled passenger trips and vehicle operation in real time and if necessary amend schedules to ensure efficient vehicle operation
- Provide drivers with information, instructions and advice related to transport schedules
- Dispatch DRT trip details to drivers
- Liaise with transport operators on DRT operational matters.
- Handle telephone requests for transport service advice
- Assist in publicising and promoting DRT services
- Provide general assistance in the provision and procurement of DRT services
- Assist in monitoring DRT services, including the compilation of performance indicators
- Assist in the verification of invoices.

4. QUALIFICATIONS AND TRAINING

- Essential:**
- Academic achievement to Scottish National Level 4 or above to include English and a numeric related subject, or equivalent transferrable qualification, experience and skills.
- Desirable:**
- Educated to HNC level in a relevant discipline

5. EXPERIENCE

- Essential:**
- Experience of dealing with customers
 - Experience in using Microsoft Office package to a proficient standard
 - Experience in an office environment, providing admin or technical support or equivalent transferrable experience
- Desirable:**
- Experience of dealing with older people and / or persons with disabilities, particularly by telephone
 - Experience of using passenger transport, logistical or other scheduling software

6. KNOWLEDGE AND SKILLS

- Essential:**
- Ability to handle telephone queries, requests and complaints with efficiency, confidence and tact
 - Customer focussed with excellent interpersonal and communication skills,
 - Good organisational skills with the ability to work to tight and often conflicting deadlines to secure positive outcomes
 - Good numeracy, analytical and scheduling skills, accuracy and attention to detail.
 - Self-motivated team player with a positive approach able to work unsupervised and under pressure within a team with a complex and diverse workload
- Desirable:**
- Flexible, committed to the job, and willing to initiate and progress service objectives and improvements
 - Geographical knowledge of the north-east of Scotland
 - Knowledge and understanding of passenger transport and mobility issues

7. ADDITIONAL REQUIREMENTS

Driving Compliance	Not applicable to this post
Politically Restricted	Not applicable to this post