



# Employment Opportunity

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## Transportation Scheduler

Senior Care

Full Time/Contract

Flexible work hours may include some evenings and weekends

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*North York Seniors Centre* provides programs and services to promote the physical, emotional and social well-being of adults 55+ living in our diverse community.

This position reports to Supervisor, Client Services

### Responsibilities:

- Answer telephone calls, emails from clients, workers and referral sources in regards to transportation program
- Receive and respond to client concerns and referrals, troubleshoots issues with drivers
- Utilizing the computer program, produce a schedule of services, on a daily basis
- Monitor and make changes to the service schedules as requested by the clients or workers
- Based on the service, prepares schedules in advance and modifies them as needed
- Prepare driver timesheets, verify work hours, prepare payroll documentation and travel expenses and submits to Supervisor for approval and Financial Services on a timely basis
- When needed, may need to fill in for a driver for the day
- Ensure the databases are updated and accurate
- Attend various meetings
- Participate in continuous quality improvement processes and assist transportation with research and development of best practices
- Promote and maintain a high standard of customer service that is client focused

### Qualifications/ Skills:

**Education:** Some Post-Secondary Education/1 year College Diploma

**Experience:** Some experience working with older adults

**Other:** Strong administrative skills

Strong computer skills in a Windows environment/Novus/Trapeze/Goldcare

Strong interpersonal and customer service skills

Familiarity working with and supporting volunteers

Ability to communicate effectively in English (verbal and written); other languages, an asset

Ability to be a self- starter, able to work independently as well as in a team

Proof of valid G class driver's license and current drivers abstract

Please submit your resume by **Thursday January 31, 2019** to:

**Mail:** North York Seniors Centre,  
Attn: Human Resources Department  
21 Hendon Avenue, Toronto, ON M2M 4G8

**Fax:** 416 733.1858

**E Mail:** [hiring@nyseniors.org](mailto:hiring@nyseniors.org)

North York Seniors Centre is committed to providing accessible employment practices that are in compliance with the Accessibility for Ontarians with Disabilities Act ('AODA'). Applicants need to make their request for accommodation known when contacted.

North York Seniors Centre is an equal opportunity employer. Thank you to all who express interest in this position.

**Only those candidates selected for an interview will be contacted. No phone calls, please**

Posting Date: January 9, 2019