



#### Position Description

Job Title: Transport Coordinator

Full Time: 38 hours per week

Located at Gladesville

Classification: SCHCADS Award Level 4, pay point 1-3 depending on experience

Commence February 2019

Stryder is a well-respected and long-established for purpose community transport provider enabling transport disadvantaged people to live independently, access their community and lead satisfying and well-balanced lives in the Ryde and Hunters Hill Local Government Areas and beyond. Stryder's clients are typically seniors and people with disabilities.

Stryder is 'Going places' – a new branding, a new model and new approaches to expanding our services to the people we support will also enable us to reach out to new clients.

Services provided are door-to-door and include transport of clients to medical and personal appointments; social outings; shopping trips; shuttle services; and bus hire.

#### Job Requirements:

The Transport Coordinator's key focus will be the efficient and accurate scheduling and dispatching of vehicle and client trips, ensuring both client and driver welfare. You must be a reliable, polite, presentable, professional and well-spoken individual with experience in community transport, or related discipline. The successful applicant will be responsible for the coordinating the trips of clients to their appointments using an industry-specific scheduling software program (Routematch). This includes driver allocation and coordination, scheduling of clients, dispatch of vehicles for return trips, coordination of group transport services and bus hire. Duties include assisting with client booking requests and general enquiries. From time to time you will need to drive vehicles for service delivery, vehicle maintenance and driver induction.

The position reports directly to the Operation's Manager. The nature of the work is fast paced, and you will be challenged to prioritise and deal with changing schedules, while at all times communicating with Client Services team and clients and ensuring WHS compliance.

#### What you'll need to succeed:

- High level of communication and people skills
- Extensive planning, prioritising and multi-tasking abilities
- Tech savvy
- Work effectively under pressure
- Lateral thinker/problem solver
- Process driven and organised

#### Criteria:

- Certificate VI in Community Services, Business Administration or similar relevant experience
- Experience in community transport, health, welfare or related services
- Experience of issues relating to the travel needs of elderly people, people with disabilities (NDIS), and people with health-related issues, including mental health, resulting in transport isolation
- An NSW Light Rigid Licence (LR) (achieve within 6 months)
- Driver Authority, desirable

- First Aid Certificate & Working with Children Check
- Agree to undertake a Criminal Record Check
- Geographical knowledge of Ryde and Hunters Hill local government areas an advantage
- Bi-lingual – Mandarin, Cantonese or Korean an advantage, but not essential

Please provide a cover letter with your application, addressing job requirements and criteria to:

The General Manager  
Stryder Incorporated  
PO Box 162  
Gladesville 1675

Email: [info@stryder.org.au](mailto:info@stryder.org.au)

Applications Close: 21 January 2019