

## **Community Transport Dispatcher / Scheduler**

### **About Mercy Services**

Mercy Services is a Ministry of the Institute of Sisters of Mercy of Australia and Papua New Guinea (ISMAPNG) founded by Catherine McAuley, in Ireland in 1831.

Mercy Services operates in the Newcastle, Lake Macquarie and Hunter regions of NSW to provide individualised holistic and integrated care for vulnerable people and their carers.

### **About the Role**

We are currently recruiting for a skilled and values driven person to join our Community Transport Team in the capacity of Dispatcher/Scheduler. Reporting to the Transport Coordinator and located at our Cameron Park Offices, this is a newly created permanent position that will also assist with Scheduling as required.

To be successful for this position you must possess:

- A genuine passion for helping people
- Professionalism and alignment with the values and ethos of Mercy Services
- Previous experience in a similar role requiring observance with timetables and service routes in a timely manner, yet with a degree of flexibility to meet changing client demands
- Proven past experience in the provision of exceptional customer service
- Ability to utilise a two-way radio system clearly and reliably
- Effective verbal and written communication skills
- Current drivers licence - minimum Class C
- Demonstrated ability to take initiative and show sound judgement
- Proficient in use of electronic technology including smart phones, email, internet and operation of transport software

As part of our Employment screening process, you will be required to undertake a National Criminal Record Check and Working With Children Check. Applicants must demonstrate the right to work in Australia.

Mercy Services are passionately committed to the protection of vulnerable people and hold very strong principles towards client safeguarding.

### **To Apply**

Please click the Apply Now button. All applications should include a resume and a cover letter addressing the criteria. Applications close at **5.00pm on Friday, 8 February 2019.**

For further information about Mercy Services visit [www.mercyservices.org.au](http://www.mercyservices.org.au)

Mercy Services supports increasing opportunities for Aboriginal and Torres Strait Islander Australians.