



CTN Scheduler/Dispatcher

Job Description

Location: 5601 Industrial Road Fort Wayne, IN 46825

Shift: Monday – Friday 8.5 hours (30-minute lunch)

Hourly Rate: Starting at \$17.00

Perks: 3 weeks PTO in your first year, Platinum-level Health Insurance, & Retirement Match

Love solving puzzles? Thrive in a fast-paced environment? Enjoy working with a great team? This job is for you!

About Us:

At CTN, we provide safe, reliable transportation for individuals who need it most. Our team is mission-driven, community-focused, and committed to making a difference.

Position Overview:

The Scheduler/Dispatcher is a full-time, non-exempt position reporting to the Director of Operations. This role is responsible for managing daily dispatch operations using electronic scheduling software, ensuring efficient trip planning for clients. The Scheduler/Dispatcher will also coordinate trips up to a week in advance, balancing vehicle availability, time constraints, and location logistics. This position regularly interacts with clients, family members, partner agencies, and CTN staff and volunteers.

Key Responsibilities:

- Coordinate and dispatch daily transportation services efficiently.
- Monitor and adjust schedules in real time to accommodate client needs.
- Communicate effectively with drivers, clients, and staff to ensure smooth operations.
- Utilize scheduling software to optimize routes and vehicle assignments.
- Respond promptly to scheduling challenges and implement effective solutions.
- Answer phone calls, input trip details, and schedule transportation services.
- Prioritize calls and make scheduling modifications as needed.
- Prepare and send driver manifests daily.
- Maintain a professional and supportive approach when addressing client concerns.
- Occasionally serve as a backup driver when required.



5601 Industrial Road
Fort Wayne, IN 46825

260-420-3280
Support@RideCTN.org

RideCTN.org



Qualifications & Skills:

- Strong customer service and communication skills.
- Ability to multitask and stay calm in a fast-paced environment.
- Experience in scheduling, dispatching, or logistics is a plus (training available for the right candidate).
- Proficiency with computers and scheduling software.
- Familiarity with Fort Wayne is a plus for effective route planning.
- Ability to pass a criminal record screening.
- Strong organizational and problem-solving skills.

Why You'll Love It Here:

- Meaningful work that makes a difference in people's lives.
- A supportive team that works together to solve challenges.
- A consistent weekday schedule with evenings free.
- Generous PTO, health insurance, and retirement benefits.

Performance will be formally evaluated after 90 days and annually thereafter.

Ready to join a team that values your skills? Apply now and help us *Drive Community!*

[Ridectn.org/employment-office-staff/](https://ridectn.org/employment-office-staff/)