



ICS Volunteer Job Description: Ride Scheduler

Volunteers should embody the ICS values of Respect, Integrity, Compassion, Collaboration, and Innovation

Program Description: Transportation Program, Senior Services Dpt.

The Senior Services Dpt. provides assistance and services to older adults and adults with disabilities, supporting their ability to live independently in their own homes, without the need for institutional care. The Transportation Program offers participants free transportation, enabling them navigation to important appointments and other locations crucial to their wellbeing.

Job Description: As a Scheduler, assist the Transportation program by scheduling ride requests for registered ICS program participants. Training provided.

Job Details:

- Answer incoming phone calls from registered ICS program participants
- Match ride request information to an available volunteer driver in the computer
- Make follow up phone calls to the volunteer or participant to confirm ride details
- Send emails to participants or volunteers regarding ride information

Reports to: Transportation Coordinator

Location: ICS Northwest Office, 2820 W. Ina Rd. Tucson, AZ 85741

Time Commitment:

Frequency: Once or twice a week, volunteer chooses what days they serve

Availability: Monday-Friday, 9am-1pm or 1pm-4pm

Required Qualifications:

- Completion of ICS Volunteer Registration
 - >Application & Handbook
 - >Criminal & Driving Record Background Check (Renewed every 3 years)
 - >Two References
- Completion of Department Requirements
 - >Obtain a Fingerprint Clearance Card (Renewed every 6 years)
 - >Complete Level 1 Background Check (Renewed Annually)
- Proof of current Car Insurance for the continued duration of active service
- Proof of current Drivers License for the continued duration of active service

Skills and Abilities:

- Basic computer and data entry skills
- Experience using the Microsoft Suite
- Professional and friendly phone etiquette
- Customer service oriented
- Patience with older adults and adults with disabilities
- Ability to multitask
- Willingness to learn ICS computer systems
- Someone who is reliable and dependable to their commitments
- Ability to communicate with ICS staff via phone and email

To begin volunteering in this position, please contact the Volunteer Engagement team by calling 520-536-9308 or emailing volunteer@icstucson.org