



River Cities Public Transit

Dispatcher

Job Description

Job description statements are intended to describe the general nature and level of work being performed by the employees assigned to this job title. They are not intended to be construed as an exhaustive list of responsibilities, duties and skills required.

GENERAL SUMMARY

Under direction of the Operations Supervisor, assist in routing, scheduling, and assigning bus driver personnel; answer questions and record actions; respond to emergency telephone requests as appropriate; and referring to supervisor as needed. Must maintain two-way radio communications and operate computerized records and files as necessary.

SUPERVISION

General supervision is provided by the Operations Supervisor.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. All behaviors comply with the Policies and Procedures Manual especially computer and cell phone usage.
2. Monitor and/or respond to a variety of calls including two-way radios and mobile phones; verify and monitor vehicle unit locations via computers; record all service calls; prepare, prioritize, and relay transportation requests including any emergency situations.
3. Schedule daily bus routes in response in response to passenger service requests (same day service). Review, organize, and maintain trip manifests to maximize route efficiency.
4. Check bus routes to ensure integrity of schedules. Maintain a variety of records and files related to the transportation operations.
5. Maintain computer generated log of all service requests; update client information, driver hours, mileage and passenger information for reporting purposes; and respond to all calls and service requests promptly, with courtesy.
6. Prepare daily trip schedules and reports.
7. Respond to emergency situations as requested including hazardous and severe weather conditions. Coordinate with supervisors, police, and other dispatchers as required.

OTHER DUTIES AND RESPONSIBILITIES

1. Collect, record, and prepare reports regarding transportation services. Verify and distribute information to appropriate staff.
2. Prepare a variety of correspondence, reports, and documents as assigned and complete these task projects accurately.
3. Coordination between drivers and mechanics to ensure vehicle maintenance is addressed.
4. Perform other duties as assigned.

MINIMUM JOB REQUIREMENTS/EDUCATIONS

High School Diploma or GED

EXPERIENCE

No previous experience is required.

COMPETENCIES

An employee's performance will be evaluated based on five competencies: (1) Job Knowledge; (2) Teamwork; (3) Customer Service; (4) Flexibility; and (5) Work Ethic.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of the following:

- Proper public contact and telephone etiquette
- Route planning methods
- Office procedures, methods, and equipment including computers
- English language, spelling, and grammar

Skills in the following:

- Operating various types of dispatching equipment, two-way radios, and appropriate cell phone usage
- Dealing with stressful, high call volume situations
- Operating various types of office equipment including computers, fax, copier, printer

Ability to do the following:

- Be empathetic and cognizant of the needs of all passengers
- Remain calm and work effectively with passengers and co-workers
- Schedule and coordinate complex vehicle and passenger arrangements
- Respond to requests and inquiries from passengers tactfully with courtesy

- Speak in pleasant, clear, and audible voice
- Interpret and apply pertinent federal, state, and local laws, codes, and regulations
- Know and obey River Cities Public Transit policies and procedures
- Communicate clearly, concisely both orally and in writing
- Be a proficient typist and operate software at a speed necessary for successful job performance
- Pass drug testing

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

Dispatchers must maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include, but are not limited to, the following:

- Bending, twisting, squatting, crouching, and kneeling
- Frequently lifting objects up to 20 LBS
- Sitting for extended periods of time
- Operating assigned equipment

River Cities Public Transit strictly adheres to FTA Drug and Alcohol Testing Regulations and strictly requires a drug free workplace including some restrictions on medications.

After reading this Transit Dispatcher Job Description, would you require any reasonable accommodation to perform these duties?

Please circle: YES or NO

I agree to perform all the duties listed in the Transit Dispatcher Job Description for River Cities Public Transit.

EMPLOYEE'S SIGNATURE _____ **DATE** _____

SUPERVISOR'S SIGNATURE _____ **DATE** _____