

Trailblazer Joint Powers Board POSITION DESCRIPTION

Title: Transit Dispatcher
Reports To: Dispatch Manager/Dispatch Supervisor
Supervises: Transit Drivers

Job Summary:

Under the general supervision of a supervisor, the Transit Dispatcher coordinates and schedules ride requests and directs the movement of buses in an effort to provide safe, dependable, and efficient transportation to the general public. Work is performed primarily in an office setting. Occasionally, a Transit Dispatcher may ride the bus or attend off-site training seminars, conferences, or presentations.

Responsibilities and Duties:

1. Telephone Operator/Receptionist – Uses telephone to receive transportation requests; screens incoming calls; forwards calls to the appropriate employee; takes messages; addresses the needs of walk-in customers; welcomes visitors to facility.
2. Scheduler – Analyzes ride requests and utilizes demand response scheduling software to assist in the scheduling process to maximize productivity and efficiency; coordinates with other transportation providers to find alternate ride solutions.
3. Communications – Serves as vital link between customers and drivers. Provides information to drivers regarding passengers, additions, cancellations, payment, addresses, directions, detours, road conditions, and weather reports often by using the 2-way radio and telephone.
4. Customer Service – Answers questions, explains policies, and responds to complaints in a constructive manner and with a positive attitude.
5. Driver Support – Performs fitness for duty checks; answers questions; distributes and collects driver paperwork, fare box vaults, and tokens for sale on buses; exchanges information with each driver before and after every shift about vehicles, compliments and complaints, and any driver scheduling concerns or suggestions. Dispatchers learn from driver input.
6. Record Keeping/Reporting – Compiles data related to passenger service, processes daily paperwork, maintains information in database, verifies work completed by other employees.
7. Office Support – Counts fare box revenue, sells tokens, makes photocopies, sends facsimiles, delivers mail, cleans office, etc.
8. Accounts Receivable – Researches and collects information for billed rides, enters billing data into computer system, and assists with creation of monthly invoices.
9. Conducts business in professional, courteous manner with all contacts including, but not limited to, customers, co-workers, supervisors, the general public, and other agencies working with the transit system.
10. Performs other duties as assigned.

Training Requirements:

- Substance Abuse Awareness and Reasonable Suspicion Training for Drugs and Alcohol.
- Anti-harassment and Respect in the Workplace Training.
- All other training as required by management.

Minimum Qualifications:

- High School degree or G.E.D.
- Professional, positive attitude with pleasant demeanor.
- Excellent attention to detail.
- Excellent communication and customer relations skills.
- Good reading, writing, and mathematical skills.
- Good decision-making and problem solving skills.
- Good computer skills using spreadsheets and databases.
- Ability to control and direct drivers.
- Ability to efficiently organize data and resources.
- Ability to effectively communicate via 2-way radios and telephones.
- Ability to read maps and to provide written/oral directions and instructions.
- Ability to multitask, change focus quickly, and work with others to complete tasks.
- Ability to perform effectively in a busy and possible emergency environment.
- Pass pre-employment drug test.

Desirable Qualifications:

- Post-secondary education.
- General and geographical knowledge of operational areas.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the position. The employee is frequently required to sit, talk, and hear. The employee is also required to walk, to use hands and fingers to handle, feel or operate objects, tools or controls, and to reach with hands and arms. The employee must occasionally lift and/or move up to twenty-five (25) pounds. Specific vision abilities required by this position include close vision and the ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. The employee generally works indoors in an office setting. The noise level in the work environment is usually moderate.

Federal Safety-Sensitive Classification:

This position is classified as safety-sensitive and is subject to criminal background checks and Federal drug and alcohol testing laws.

The duties listed in position descriptions are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, reasonable, or a logical assignment to the position.

The position description does not constitute an employment agreement between the employer and employee and is subject to change as the needs of the employer change.