

Region 2 Transit System Dispatcher

Position: Dispatcher

Supervises: none

Department: Region 2 Transit System

FLSA Status: Non-exempt
Drivers

Gives work direction to: Transit

Reports to: Operations Manager / Transit Administrator / Executive Director

Revision date: September 13, 2006

POSITION SUMMARY

The dispatcher will be responsible primarily for receiving service requests, scheduling of service requests into efficient groups of riders, preparing daily trip logs for drivers, and two-way radio communication with drivers throughout the day, and will work closely with the operations manager and administrative assistant for maintaining billing records for invoicing and record keeping procedures. Considerable tact and courtesy are required in all dealings with the general public, drivers, and agency representatives requesting service.

ESSENTIAL JOB DUTIES

- Assisting in assigning vehicles and drivers to daily schedules.
- Receiving individual requests from the general public and agency representatives over the telephone and through the mail.
- Operation of the two-way radio system or other communication devices for monitoring and communicating with the drivers throughout the day. This may include communication with other transit systems.
- Preparing daily trip logs in an efficient manner.
- Maintaining records of service requested and provided for billing purposes.
- Maintain confidentiality of rider information.
- Accurate receiving and accounting of general public fares collected by drivers.
- Performing any related work as required by the operations manager.
- Ability to be able to open and or close the office building and secure doors and alarm systems.
- Ability to accurately follow and carry out emergency procedures.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

- Working knowledge of county, state, and federal statutes pertaining to public transportation (or the demonstrated ability to learn same).
- Working knowledge of the location of streets, roads, and highways and the geographical, social, and economic conditions of the service area.
- General knowledge of office practices and procedures.
- General knowledge of arithmetic, grammar, spelling and vocabulary.
- Ability to establish and maintain an effective working relationship with drivers, human service agencies, and the general public.
- Good oral and written communication skills.
- Basic knowledge of computer systems.
- Ability to learn computerized dispatch / route planning software.

ENTRY REQUIREMENTS

Graduation from high school, with experience in secretarial or clerical work and computer experience desirable; or an equivalent combination of experience and training. The ability to effectively operate a two-way radio system for communicating with drivers.

WORK ENVIRONMENT

Vast majority of work being performed is in an office setting. Work includes working at a desk for extended periods of time; working with computers, two-way radio communications and other office equipment; moving throughout an office complex and from place to place throughout an eight county area; and working directly with NIACOG employees and elected and appointed public officials. Work may also involve frequent interruptions.

Required licenses, registrations and certifications: No

Required post-offer physical examinations: No

Required drug testing: No

Residency requirement: None

HOURS OF WORK

Generally, up to 40 hours per week, Monday through Friday, with varied hours from 6:00 am to 6:00 pm. Start and finish times may vary dependent on assignment. May be required to work additional hours or to change hours with minimal notice as required for the operation of the system. May also be required to work evenings and weekends as schedule requires.

1. Marginal functions of the position that are incidental to the performance of essential job duties have been excluded from this job description.
2. All requirements are subject to possible modification to reasonably accommodate qualified individuals with disabilities. Prospective employee and incumbents are encouraged to discuss possible accommodations.
3. Job descriptions in no way state or imply that the description includes every duty to be performed by the employee in the position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.
4. The employer reserves the right to change or reassign job duties or combine positions at any time without prior notice.

Executive Director signature and date

Employee signature and date