

Position: Dispatcher
Location: Happy Day Transit Center (HDTC)
Reports To: Operations Manager
Classification: Hourly/Non-exempt

Job Purpose:

The Dispatcher is responsible for the safe, efficient, and reliable operation of transportation services for Valley Regional Transit

Major Responsibilities:

- Oversee all bus and fuel assignments
- Monitor sign-in and sign-out times for each route ensuring on time departures and sending updates for any delays.
- Operator credential and fit-for-duty checks at sign in
- Recommend route adjustments to ensure productivity and on-time-performance
- Demonstrate and promote "Safety First" culture
- Broadcast daily safety messages during morning and evening
- Responsible for opening and/or closing of HDTC
- Update daily dispatch log including the status of vehicles and replacements, open routes, and other on-going operation items--record all late buses, breakdowns, and accidents on the dispatch log. Information recorded will include time of occurrence, location of bus/vehicle, route affected, bus/vehicle involved, and a detailed description of what steps are taken to resolve the problem.
- Collect all pre-trip/post-trip inspection reports from bus operators. Inspection reports will be documented, dated, and filed. Vehicles needing repairs shall be reported to the maintenance department.
- Responsible for working with the Maintenance Manager with respect to scheduling buses for preventive maintenance (P.M.) service(s), reporting breakdowns, and discussing bus operator concerns regarding the fleet.
- Data entry for a variety of reports
- Probe and pull vaults when necessary
- Answer phone and help customers.
- Provide excellent customer service to passengers and operators.
- Provide route information and direction assistance to passengers and operators.
- Detour buses as required and make route changes to maintain schedule. Make good judgment calls on rerouting service in case of an emergency or other situation
- Ensure safe entry and exit of buses at HDTC.
- May assist emergency and/or law enforcement in medical or other types of emergencies
- Maintain cleanliness of dispatch office
- Perform other related duties as assigned
- Monitor Automated Vehicle Location (AVL) and passenger information system
- When experiencing operator shortage, you will be required to drive a route to maintain optimal service.
- Other duties as assigned.

Minimum Education and Certifications Required:

- High School diploma or equivalent
- Commercial Driver's License (CDL) with passenger endorsement
- Two years of driving experience preferred
- Must successfully pass drug and/or alcohol test

Experience and Skills Required:

- Basic knowledge of radio dispatch equipment and etiquette
- Excellent communication skills
- Excellent customer service skills
- Ability to work under time constraints and deadlines
- Problem solving and analytical abilities
- Previous terminal operations, dispatch, or driving experience
- Good computer skills
- Excellent interpersonal skills
- Demonstrated ability to communicate clearly
- Ability to follow written and oral instructions with minimal supervision
- Ability to establish and maintain effective working relationships with co-workers
- Ability to work flexible and varied work schedules including late night, early morning, weekends, snow days, and holidays.

Physical Requirements and Working Conditions:

- Use of full ranges of hearing, speech, and vision
- Use of fingers (manual dexterity) handling paperwork
- Stoop, crouch, squat or kneel when performing inspections of any type
- Bend at knee, hip, waist when performing duties
- Stand while performing inspections and platform training
- Be subject to wet, cold or hot environmental conditions
- Write reports in a coherent, legible way
- Must be able to move about the office and between floors; utilize standard office equipment; access filing system/cabinets; and communicate effectively and efficiently in person or by telephone. Must be able to sit and/or stand for extended periods.

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. This job description reflects management's assignment of essential functions. It does not prescribe or restrict the tasks that may be assigned.