



Job Description: Dispatcher

FLSA STATUS:	Non-Exempt
REPORTS TO:	Dispatch Supervisor
WAGE CLASSIFICATION:	2.0
CDL STATUS:	Must Obtain within six months of hire
TESTING STATUS:	Safety sensitive; subject to FTA drug & alcohol testing program
UNION MEMBERSHIP:	Non-represented
TELECOMMUTE ELIGIBLE:	Yes
LAST REVISION:	6/29/2021

Summary/Objective

The Dispatcher is responsible for communicating with Operators to assist with safely delivering transit services to passengers.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

- Coordinates and dispatches daily delivery of all agency transportation services including fixed route, route-deviated and demand response services.
- Partners with operations staff to assist with resolving routine disruptions to transit service. Calmly guides Operators through temporary changes in routes due to unforeseen circumstances.
- Anticipates weather complications along routes and at the drivers' destinations; communicates delays and route changes as necessary.
- Utilizes map reading skills and technology to assist customers and Operators with questions and/or monitor unique situations that arise.
- Answers incoming calls and communications; uses multi-line telephone system, mobile phones, two-way radios, and other communications methods and networks.
- Resolves issues with passengers over telephone; works with and demonstrates sensitivity to all passengers including persons with disabilities.
- Coordinates, when necessary, the involvement and assistance of local law enforcement to provide security to employees and/or passengers using the transit system.
- Utilizes transit CAD/AVL system to proactively dispatch vehicles; pulls data for weekly reports.

- Receives and records customer complaints and prepares documentation for supervisory review.

Required Skills/Abilities

- Excellent customer service skills.
- Knowledge of fixed route transit, deviated response, and demand response operations.
- Knowledge of bus routing, schedules, street and locations within the agency's service area.
- Map reading techniques, ability to guide drivers and passengers verbally through transit system using CAD/AVL system.
- Excellent written and verbal communication skills.
- Proficient in Microsoft Office Suite, and other agency technologies and software.

Work Environment

Work is typically performed sitting at a computer desk. Workdays and hours are subject to need and availability to ensure operational coverage throughout the work week. However, daily demands of the transit system may require occasional early arrivals, late departures as well as weekend or holiday work.

Physical Demands

Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions. As necessary, a physical abilities assessment may be conducted to determine the capabilities of the employee.

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to access and navigate transit facilities and buses, riding a bus.
- Hear and speak clearly to receive and provide information over two-way radio and telephone.
- Lift up to 20 pounds.

Travel Required

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected.

Required Education and Experience

- High School diploma required.
- 1 year of transit experience or related dispatching experience required.

Probationary Period

Probationary period applies until 6 months after hire date.

EEO Statement

Twin Transit provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures

This job description has been approved by:

Manager _____ Date _____

HR _____ Date _____

Employee signature below indicates the employee’s understanding of the requirements, essential functions and duties of the position.

Employee _____