



Coos County Area Transportation District
Job Description

Job Title: Dispatcher

SUMMARY

Reports under the direction of the Operations Supervisor. Responsible for essential duties and functions of the dispatch office; directing the operation of any transit vehicle in or out of service; ensure the smooth and efficient flow of transit services within the designated service area; maintaining communication between Operators and Dispatch; understanding and applying CCATD policies, and procedures, rules and regulations.

This is a skilled position that involves both the operation of a public transit vehicle and a high level of public contact and customer service.

ESSENTIAL JOB FUNCTIONS

The Americans with Disability Act prohibits discrimination against a qualified individual with a disability. To be qualified for a Dispatch position, an individual must meet the following standards and be able to perform the essential functions and activities of the position. Dispatchers operate transit vehicles in-service and/or out of service at any time to cover system operations as needed.

The essential physical activities for Dispatcher position involve the following: balancing, pulling, pushing, standing, stooping, crouching, kneeling, sitting, and operating a bus. This position is considered medium work with a physical demand level described as the exertion of up to 50 pounds of force occasionally, or up to 20 pounds of force frequently, or 10 pounds of force constantly to move objects.

The environmental conditions an individual in this position may be exposed to include: indoor and outdoor weather conditions.

The essential sensory and communicative activities include: feeling, seeing, speaking, hearing, and smelling.

JOB DUTY OUTLINE

(Illustrative Only. Any single position in the classification will not necessarily involve all the listed duties below and other positions will involve duties which are not listed.)

1. Respond to all radio transmissions and keep Operators advised of current road and traffic conditions.
2. Monitor radios and telephones for the coordination of paratransit, fixed route, and fixed route deviation service.
3. Respond to public inquiries and provide transit fixed route schedule, route deviation and paratransit information.
4. Receive in-coming phone calls for the organization as needed. Refer in-coming calls to appropriate person and/or department. Forward public comments to appropriate staff.
5. Operate any transit vehicle in-service and/or out of service at any time to cover system operations as needed.
6. Assign buses to schedules. Coordinate with Operations Supervisor.
7. Maintain vehicle assignments to match maintenance and service needs.
8. Read and understand all posted memos and policies and stay up to date on current policies and procedures.
9. Monitor and report to operations supervisory staff any Operator concerns or possible violations of operations procedures and/or policies.
10. Report safety concerns to operations supervisory staff or other management personnel.
11. Monitor and ensure proper rotation and assignment of Part-Time and Extra-Board Operators, working with operations supervisory staff to assure optimal daily shift coverage.
12. Mail out paratransit applications upon request. Receive incoming paratransit and route deviated ride requests and input information into dispatch scheduling software system. Develop daily paratransit service schedules, assigning trips to appropriate runs, and maximizing service quality and system productivity.
13. Maintain confidentiality of CCATD rider personal information.
14. Maintain appropriate forms and supplies in the Dispatch Office and assist Operators with necessary supplies required to perform their job.
15. Maintain accurate records of ridership, mileage and fuel consumption. Maintain records and make reports as required.
17. Ability to use dispatch and mobile data system technology to promptly report and record movement and location of vehicles to inform other departments regarding any accidents, delays, equipment failure, and other incidents that may affect service. Make appropriate reports to local emergency services.
18. Coordinate assistance as needed to Operators for emergencies, mechanical problems, re-routes or rider problems.

19. May perform other duties as assigned.

20. The physical and mental requirements are of utmost importance to ensure safe passenger transport and care

a. Physical: As the Dispatcher functions as a substitute Transit Operator, this position requires lifting and guiding wheelchair passengers onto the wheelchair lift and is required to secure mobility devices using a four-point wheelchair securement system. In addition, the position must assist any passenger with special needs in boarding and exiting the vehicles. This work requires the individual to bend, stoop, crouch, and a physical lifting requirement of 50 lbs. In the event of an accident, Transit Operators are responsible for safely removing the passengers on-board the bus. Transit Operators must be physically able to crawl underneath or get down to the ground to look for damage to the underside of buses during pre-trip and post-trip inspections. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

b. Mental: Transit Operators are expected to be mentally stable and prepared for any situations that may arise while they are transporting passengers. Transit Operators are encouraged to think before they act and apply training, knowledge, and organizational policies and procedures.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Any equivalent combination of education and experience which provides the knowledge, skills, and abilities to perform the job.

- Previous bus driving experience is encouraged, but not required to be considered for employment. A minimum of 24 Hours of On-the-job Training is required before operating a bus without supervision. Further training, licenses, and certifications are required to operate a bus and maintain employment with CCATD.
- Knowledge of and ability to learn and use standard computer software applications including Microsoft Office, dispatch scheduling software programs, mobile data systems.
- Outstanding driving record with no suspensions or convictions for other than minor violations.

- Excellent customer service skills working with people from all walks of life including people with disabilities and seniors.

CERTIFICATES, LICENSES, REGISTRATIONS & OTHER

All applicants must possess a minimum valid Oregon Driver's License. Must pass a required pre-employment physical, background check and drug screen. Ability to obtain a current Oregon CDL Class C with passenger endorsement with DOT Medical Card.

Must have no criminal conviction that may, in the sole judgment of the District, constitute a threat to property or the safety of others. No history of class A felony offenses; time frame for Class B or C felony is 15 years; time frame for Class A, B or C misdemeanor is 10 years.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. Must have ability to understand and follow written and oral instruction and to exercise independent judgment.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly exposed to moving mechanical parts, fumes, or airborne particles, outside weather conditions, and vibration. The noise level in the work environment is usually loud.

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

Please circle: YES or NO

I agree to perform all the duties listed in the Dispatcher Job Description for CCATD

EMPLOYEE'S SIGNATURE _____ DATE _____

SUPERVISOR'S SIGNATURE _____ DATE _____