



## Job Description:

## Dispatcher

**FLSA STATUS:**

**Non-Exempt**

**REPORTS TO:**

**Operations Supervisor**

**WAGE CLASSIFICATION:**

**\$28.52 per hour starting wage**

**CDL STATUS:**

**Must obtain within six months of hire**

**TESTING STATUS:**

**Safety sensitive; subject to FTA drug & Alcohol testing program**

**UNION MEMBERSHIP:**

**Represented**

**TELECOMMUTE ELIGIBLE:**

**No**

**LAST REVISION:**

**04/03/2025**

## Summary/Objective

The Dispatcher is responsible for communication with Operators to assist with safely delivering transit services to passengers. Responsible for the initial customer contact for scheduling and coordinating DAR response requests.

## Essential Functions

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

### Staff

- Coordinates DAR activities to ensure daily staff assignments and efficiency.
- Coordinates DAR activities with other support departments such as fleet and facilities to ensure successful operations.
- Directs daily DAR dispatch functions, including professional development, coaching, and engagement; promotes proactive dispatching.
- Monitors and ensures proper supplies are provided and available for DAR operators.
- Supports the Operations Supervisor with DAR driver training needs.

### Procedures

- Coordinates, when necessary, the involvement and assistance of local law enforcement to provide security to employees and/or passengers using the transit system.
- Utilizes map reading skills and technology to assist DAR customers and Operators with question and/or monitor unique situation that arise.
- Responsible for records retention and paratransit application, lost and found reports, on time performance reports, and other operational documentation according to SOS Archives standards.

## Routing

- Partners with operation staff to assist with resolving routine disruptions to transit service. Guides Operators through temporary changes in routes due to unforeseen circumstances.

## Client Services

- Records DAR reservations
- Works patiently with and demonstrate sensitivity to all types of passengers including persons with disabilities and senior citizens.
- Administers Lost & Found policies and procedures.
- Processes incoming mail and distributes to the appropriate department.

## Required Skills/Abilities

- Excellent customer service skills.
- Knowledge of DAR transit operations.
- Knowledge of bus routing, schedules, streets, and locations within the agency's service area.
- Map reading techniques, ability to guide operators and passengers verbally through transit 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 and 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

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**

Pacific Transit provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, 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, 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 \_\_\_\_\_

Date \_\_\_\_\_