



Employment Opportunity

Chilton County Transit

POSTED: 8/11/2021

CLOSES: 9/11/2021

TRANSIT DISPATCHER

Job description statements are intended to describe the general nature and level of work being performed by the employees assigned to this job title. They are not intended to be construed as an exhaustive list of responsibilities, duties and skills required. Anyone who meets the qualifications stated below may apply.

SALARY: TBD (Based on Experience)

GENERAL SUMMARY

Under direction of the Transit Director the dispatcher will assist in routing, scheduling, and assigning bus driver personnel; answer questions and record actions; respond to emergency telephone requests as appropriate; and referring to supervisor as needed. Must maintain two-way radio communications and operate computerized records and files as necessary.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Supervise Transit Drivers.
- All behaviors comply with the Policies and Procedures Manual especially computer and cell phone usage.
- Monitor and/or respond to a variety of calls including two-way radios and mobile phones; verify and monitor vehicle unit locations via computers; record all service calls; prepare, prioritize, and relay transportation requests including any emergency situations.
- Schedule daily bus routes in response to passenger service requests (same day service).
- Review, organize, and maintain trip manifests to maximize route efficiency.
- Check bus routes to ensure integrity of schedules. Maintain a variety of records and files related to the transportation operations.
- Maintain computer generated log of all service requests; update client information, driver hours, mileage and passenger information for reporting purposes; and respond to all calls and service requests promptly, with courtesy.
- Prepare daily trip schedules and reports.
- Respond to emergency situations as requested including hazardous and severe weather conditions. Coordinate with supervisors, police, and other dispatchers as required.

OTHER DUTIES AND RESPONSIBILITIES

- Collect, record, and prepare reports regarding transportation services. Verify and distribute information to appropriate staff.
- Prepare a variety of correspondence, reports, and documents as assigned and complete these task projects accurately.
- Coordination between drivers and mechanics to ensure vehicle maintenance is addressed.
- Perform other duties as assigned.

MINIMUM JOB REQUIREMENTS/EDUCATIONS

- High School Diploma or GED
- No Experience Required (2 or more Years of Experience is a plus)
- Pass Pre-Employment Drug Testing.

COMPETENCIES

An employee's performance will be evaluated based on five competencies:

- Job Knowledge.
- Teamwork.
- Customer Service.
- Flexibility.
- Work Ethic.

KNOWLEDGE, SKILLS, AND ABILITIES

- Proper public contact and telephone etiquette.
- Route planning methods.
- Office procedures, methods, and equipment including computers, spelling, and grammar
- Operating various types of dispatching equipment, two-way radios, and appropriate cell phone usage.
- Dealing with stressful, high call volume situations.
- Operating various types of office equipment including computers, fax machine, copier, and printer.
- Ability to be empathetic and cognizant of the needs of all passengers.
- Ability to remain calm and work effectively with passengers and co-workers.
- Ability to schedule and coordinate complex vehicle and passenger arrangements.
- Ability to respond to requests and inquiries from passengers tactfully with courtesy.
- Ability to speak in pleasant, clear, and audible voice.
- Ability to Interpret and apply pertinent federal, state, and local laws, codes, and regulations.
- Ability to know and obey Public Transit policies and procedures.
- Ability to communicate clearly, concisely both orally and in writing.
- Ability to be a proficient typist and operate software at a speed necessary for successful job performance.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

Dispatchers must maintain physical condition appropriate to the performance of assigned

duties and responsibilities which may include, but are not limited to, the following:

- Bending, twisting, squatting, crouching, and kneeling.
- Frequently lifting objects up to 20 LBS.
- Sitting for extended periods of time.
- Operating assigned equipment.