

JOB TITLE: Transit Dispatcher

TR/5

DEPARTMENT: Transportation, Rutherford County

JOB SUMMARY: This position is responsible for answering the telephone and receiving, monitoring, and dispatching radio communications traffic for the Transportation Department, arranging transportation as requested, and scheduling drivers.

MAJOR DUTIES:

- o Dispatches messages to drivers via two-way radio; informs drivers of cancellations and additions.
- o Schedules information including routes, times, destinations and addresses; reassigns drivers when scheduled drivers are absent; prioritizes transportation requests bases on degree of need.
- o Confirms appointments, enters schedules for following day; assists Medicaid transportation scheduler.
- o Enter new drivers and vehicles into database.
- o Drive multi-passenger vehicle when driver is absent.
- o Mails client applications; produce cards on new clients.
- o Coordinates cross county transit.
- o Orders and processes Fuelman vehicle and pin cards for drivers.
- o Maintains petty cash drawer.
- o Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- o Knowledge of routes and schedules.
- o Knowledge of the geography and road system of the county.
- o Knowledge of radio dispatch procedures.
- o Knowledge of applicable county and department policies and procedures.
- o Knowledge of relevant state and federal laws and regulations.

Transit Dispatcher, Transportation

Page 2

- o Skill in the operation of radio/communications equipment.
- o Skill in personal computer operations and the use of spreadsheet and database software.
- o Skill in operating standard office equipment.
- o Skill in dealing with the public.
- o Skill in maintaining records.
- o Skill in operating transit vehicles.
- o Skill in oral and written communication.

**SUPERVISORY CONTROLS:** The Transportation Director assigns work in terms of somewhat general instructions. The supervisor spot-checks completed work for compliance with instructions and established procedures, accuracy, and the nature and propriety of the final results.

**GUIDELINES:** Guidelines include county and department policies and procedures, and scheduling guidelines. These guidelines are generally clear and specific, but may require some interpretation in application.

**COMPLEXITY:** The work consists of related dispatching duties. The limited size of the fleet contributes to the complexity of the work.

**SCOPE AND EFFECT:** The purpose of this position is to receive incoming telephone calls, and dispatch radio communications traffic for the department. Successful performance contributes to efficient passenger transportation, effective department operations, and a positive public image of the department.

**PERSONAL CONTACTS:** Contacts are typically with co-workers, other department employees, and the general public.

**PURPOSE OF CONTACTS:** Contacts are typically to give and exchange information, resolve problems, and provide services.

**PHYSICAL DEMANDS:** The work is typically performed while sitting at a desk or table.

**WORK ENVIRONMENT:** The work is typically performed in an office.

**SUPERVISORY AND MANAGEMENT RESPONSIBILITY:** None.

MINIMUM QUALIFICATIONS:

- o Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- o Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- o Possession of or ability to readily obtain a valid driver's license issued by the State of North Carolina for the type of vehicle or equipment operated.