



EXTRA-HELP TRANSIT DISPATCHER

Hourly Rate: \$16.30 - \$17.97

DEFINITION

Under general supervision, dispatches and schedules transit vehicles in accordance with established policies and procedures; provides direction and information to drivers regarding the timely routing of transit service; schedules and coordinates passenger trips including paratransit services; updates passenger locations/schedules and routes using computer aided software; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management staff. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is the fully qualified journey-level classification responsible for performing the full range of transit dispatch duties in all assigned areas. Incumbents are expected to work independently and exercise judgment and initiative within established guidelines. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

This class is distinguished from Operations Supervisor/Transit in that the latter serves as the first level supervisor and assigns, directs and reviews the work of operations staff.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Dispatches and schedules transit vehicles in accordance with established policies and procedures; operates a two-way radio system and/or phone system to dispatch transit vehicles and drivers.
- Performs preparatory work at the beginning of each shift; assigns vehicles to drivers; distributes keys and tablet computers; coordinates repair work and vehicle substitution to maintain service levels; monitors and reports driver tardiness, attendance and situational occurrences to supervisors.
- Directs drivers regarding the timely and efficient routing of transit services; troubleshoots navigation system issues and resolves operating problems.
- Schedules and coordinates passenger trips, including Americans with Disability Act (ADA) complementary paratransit service; updates passenger locations/schedules and routes; may coordinate schedules and prepare recommended routes.
- Uses a variety of automated systems in the course of work including computer aided software, and navigation and radio systems.
- Receives and screens visitors and telephone calls, including customer inquiries or complaints regarding service; provides factual information which requires the interpretation of policies and procedures; maintains log of incoming customer calls, radio transmissions and other data; resolves problems or refers to higher level staff.
- Advises staff and other concerned agencies of emergency situations, weather conditions, road closures

- and other matters.
- Performs operations related administrative tasks; receives and verifies billing summaries and drivers' paperwork to ensure accuracy and confirm that monies received are consistent with drivers' paperwork; compiles statistical information, including ridership information, for funding purposes.
- Operates a variety of office equipment including computers and specialized software relevant to work performed; may prepare and type a variety of schedules, reports, driver trip sheets, memoranda and correspondence.
- Maintains a variety of office files, logs and records.
- Assists in the driver route bid process through the preparation of route segments into runs and the description of these runs in a formalized regular process.
- As operations necessitate, may serve as a Transit Operator and perform all duties assigned to that classification.

- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Public agency transit operations and services.
- Methods and techniques of transit dispatching and scheduling.
- Methods and techniques of day-to-day transit operations problem solving.
- Geographic locations within El Dorado Transit's service areas.
- Operational characteristics of specialized transit communication systems and devices.
- Record keeping principles and practices.
- Transit related State and Federal mandates.
- Emergency response procedures.
- Safety regulations including Vehicle Code and CHP regulations.
- Seasonal weather and road conditions affecting transit service routing.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and El Dorado Transit staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination including computers and software relevant to work performed.

Ability to:

- Perform transit dispatch and scheduling duties in an efficient and effective manner.
- Organize work, set priorities, meet critical deadlines and follow up on assignments with a minimum of direction.
- Present a positive image of the transit system.
- Demonstrate excellent customer service skills.
- Respond decisively and effectively in resolving problems and emergency situations.
- Support drivers and passengers regarding day-to-day operational situations.
- Operate a diverse range of communications equipment and devices.
- Maintain accurate documentation in logs, records and files.
- Use initiative and sound judgment within established guidelines.
- Compile operational information and input data into a computer.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.

- Establish and maintain effective working relationships with those encountered in the course of the work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to completion of the twelfth (12) grade and two (2) years of experience performing dispatch duties, preferably in a transit environment.

Licenses and Certifications:

- Possession of, and ability to maintain, a valid California Class C Driver's License and a safe driving record throughout employment.
- Possession of, or ability to obtain within ninety (90) days of appointment to the classification, a valid Class B driver's license with a passenger endorsement and no air brake restrictions, and maintenance of a safe driving record throughout employment.
- Possession of, or ability to obtain within 90 days of appointment to the classification, a Verification Transit Training (VTT) certification with passenger endorsement.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment; ability to operate a motor vehicle and visit various service area sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone or radio. This is primarily a sedentary office classification although standing and walking between work areas may be required; incumbents may be required to sit for long periods of time. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

When assigned as a Transit Operator, must be able to meet the physical demands of that classification. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work primarily in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees occasionally work in the field and may be exposed to traffic conditions, loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, hazardous physical substances and fumes. Employees may interact with upset staff or public and private representatives while interpreting and enforcing departmental policies and procedures.

When assigned as a Transit Operator, must be able to work within the environmental conditions of that classification.

WORKING CONDITIONS

Must be willing to work early morning, evening, weekend, and holidays as required.

APPLICATION SELECTION PROCEDURES

It is the responsibility of the applicants to ensure delivery of the completed application to the El Dorado County Transit Authority office at 6565 Commerce Way, Diamond Springs, CA 95619 by the deadline. Postmarks are not acceptable. El Dorado County Transit Authority applications must be used. **A current Department of Motor Vehicle official K-4 printout of your driving record must accompany your application, run no more than 60 days prior to the date of your application is received by Human Resources.** Resumes may be attached but may not be substituted for any portion of the application. All complete applications will be reviewed and the most suitable, qualified applicants, based on the information provided on their application, will be invited to participate further in the examination process. Depending on the number of qualified candidates the examination process may include application screening and/or oral interview.

EL DORADO COUNTY TRANSIT AUTHORITY IS AN EQUAL OPPORTUNITY EMPLOYER