

PORTAGE AREA REGIONAL TRANSPORTATION AUTHORITY (*PARTA*)
POSITION DESCRIPTION

Position Title: Dispatcher

Department: Operations

FLSA Status: Non-Exempt Pay: Hourly/N7

Category: Safety-Sensitive

Revision Date: 09/17/19

Reports to: Lead Dispatcher

JOB RESPONSIBILITIES (Performs other related duties as assigned.)

Performs a variety of clerical, administrative and technical work in coordinating the daily delivery of transit service; communicates routine and emergency information; assigns buses to routes and drivers to buses; fills shifts and makes adjustments to schedules and routes as needed; keeps official records and assists in the administration of standard operating policies and procedures. Performs work safely; follows safety work rules, guidelines and procedures and exercises maximum care and good judgment to prevent injury and accidents from occurring. Promotes positive image of *PARTA* by providing safe, customer-oriented service. Performs work safely; follows safety work rules, guidelines and procedures and exercises maximum care and good judgment to prevent injury and accidents from occurring.

ESSENTIAL FUNCTIONS OF THE POSITION

Coordinates daily delivery of transit services, using multiple modes, including a dispatch system and Automatic Vehicle Location (AVL). Opens or closes driver facility, as needed, and works varied shifts, including days, afternoons, nights, weekends and holidays. Demonstrates regular and predictable attendance.

Monitors telephones and radio in the dispatch center, answers all incoming calls and ascertains nature of call, gathers all necessary information to transmit or relay. Provides information and responds to questions. Evaluates and handles customer inquiries with sensitivity and make suggestions as to best course of action.

Records customer information and schedules transportation using computer software. Verifies and accurately records data on computer scheduling program, including passenger numbers, no-shows, cancellations, mileage, pick-up and drop-off times, fares and donations, and other data as directed.

Evaluates routes, scheduling needs and driver availability. Assigns buses to routes and drivers to buses. Takes proactive approach to ensure routes run efficiently and on time by making adjustments to schedule, assignments, or routes as needed.

Performs radio dispatch duties, including driver-customer coordination, responding to and resolving unusual or problematic situations, and monitoring driver efficiency and performance. Notifies drivers of road closures, detours, and gives direction to ensure efficient and on-time service delivery.

Ensures drivers are fit for duty and in proper uniform. Verbally notifies driver of proper procedures and documents verbal accounts. Reconciles routes with fare collection daily.

Completes reports and logs on a daily, weekly, or monthly basis or as required. Communicates with other dispatchers during shift and between shifts. Maintains and updates radio log and dispatch sheet during shift and completes prior to leaving shift regarding the status of ongoing or unconcluded business, such as calls for service, location of personnel and vehicles, or open routes. Ensures dispatch board is completed and accurate. Takes proactive approach to completing tasks to ensure timely and efficient service delivery.

Takes all steps necessary to ensure emergency incidents and accidents are properly recorded, by notifying police, staff and coordinating response with departments; by completing reports and providing information to authorities in accordance with standard operating policies and procedures.

Maintains Commercial Driver's License and maintains ability to operate any PARTA vehicle. Maintains knowledge of routes, operator responsibilities and fills in for drivers when needed.

OTHER DUTIES AND RESPONSIBILITIES

Performs other related duties as assigned. Participates in safety meetings, training and retraining exercises and other meetings as required. Serves on committees as needed.

MINIMUM QUALIFICATIONS

- A. Completion of secondary education (High School or GED).
- B. 18 years of age and two years verifiable driving experience.
- C. Valid State of Ohio Driver's License with no more than 2 points.
- D. Remain insurable under the employer's vehicle insurance plan.
- E. Experience that demonstrates possession of or ability to acquire the following knowledge, skills and abilities:

Knowledge of: communication equipment in use by PARTA; radio dispatch and transmission techniques; traffic laws, safe driving practices; employer policies and procedures, and the Portage County area.

Skill in: operation of listed tools and equipment.

Ability to: perform computer-aided dispatch; operate communication equipment and telephone switchboard; use of a computer keyboard by touch; type accurately, neatly, and rapidly; remain calm, control voice, and think quickly, logically and clearly in emergency situations; adjust to changing situations and operations as they are occurring; establish and maintain cooperative working relationships with co-workers, other employees, employees of other agencies and the public under normal working conditions and in emergency situations; handle multiple tasks and priorities simultaneously; comprehend and accurately give directions from a map; develop a working knowledge of layout of County streets, major businesses and emergency facilities; retain, recognize and use coded dialogue used in radio transmission; understand and carry out complex oral and

written directions; speak clearly, concisely and distinctly; keep accurate records; to work varied shifts, including days, afternoons, nights, weekends, and holidays.

LICENSURE OR CERTIFICATION REQUIREMENTS

- A) Valid State of Ohio Driver's License with no more than two points required at time of hire.
- B) Successful completion of previous employment verification and criminal background investigation.
- C) Successful completion of post-offer Department of Transportation (DOT) medical examination including drug screen prior to hire is required. In addition, the employee must continue to meet driver fitness standards, as determined by periodic DOT medical examination.
- D) Successful completion of requirements to obtain Class B Commercial Driver's License with passenger endorsement within six (6) months of hire is required.

TOOLS AND EQUIPMENT USED

Operates tools and equipment including but not limited to: personal computer, keyboard and related hardware and software, including word processing, spreadsheet, geographic information system, transit operations and communication software; and data management software; PDA, scanner and other related office technology; typewriter, 10-key calculator; telephone; cellular phone; copy machine; fax machine; audio/visual equipment and related components.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

In accordance with the U.S. Department of Labor Physical Demands Strength Rating, this is considered Light-Work – exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

However, when performing Vehicle Operator/Driver job duties, this is considered Medium Work – exerting 20-50 pounds or force occasionally, and/or 10-25 pounds or force frequently, and/or greater than negligible up to 10 pounds of force constantly to move objects. Refer to vehicle operator/driver position description for a full list of physical demands.

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.

The working environment involves exposure to conditions generally found in an office setting, in addition to conditions associated with driving buses and other motor vehicles.

ADDITIONAL INFORMATION

Work shifts vary from day to night and operate seven days a week, including weekends and holidays and may include split or varied shifts. The employee may be required to wear employer-issued uniforms.

The employee will be subject to random drug and alcohol testing throughout their period of employment and is required to comply with the employer's Drug and Alcohol Policy.

Selection shall be based on ability to meet those job qualifications specified in the job description. This shall be determined from information received through the job application, resume, interview and references and may include job-related testing. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

PARTA has established the goal of 100 percent drug and alcohol free workplace. Applicants will be required to undergo pre-employment drug testing and may be subject to further urine and alcohol testing throughout their period of employment.

“PARTA does not discriminate in provision of services or employment because of handicap/disability, race, color, creed, national origin, sex or age.”