



Job Specification

Job Title: Dispatcher I	FLSA Type: Non-Exempt	Date Established: N/A
Department: Transportation	EEO Code: 06	Date Revised:
Class Code: 35-90-61	Reports To: Manager I of Customer Service, Dispatch, and Scheduling	Date Approved:

Job Summary

Under general supervision, the Dispatcher I is responsible for performing paratransit dispatching duties such as scheduling, routing, and dispatching of vehicles.

Essential Duties and Responsibilities

- Provide paratransit dispatching and routing services to seniors and disabled individuals by dispatching paratransit vehicles.
- Enter data into computer by keyboard entry devices to complete dispatch calls.
- Adjust, review, revise, and produce final schedules using scheduling software.
- Ensure that the appropriate parties are notified in the event of accidents or incidents.
- Monitor computer and maintain communication with drivers via two-way radio on information regarding scheduling issues and field situations.
- Schedule driver and vehicle assignments.
- Assist with producing daily and monthly reports, logs, and records, and assist with entry of trip data.
- Process and file schedules, reports, and related documents.
- Assume the role of a Dispatcher II, as needed.

Qualifications (required):

- High School Diploma or G. E. D. (General Educational Development) equivalent.
- Minimum of one (1) year of experience in dispatch environment or a related field.

Qualifications (preferred):

- Experience working as a Customer Service Representative II.
- Experience working in a paratransit environment.

Knowledge, Skills, and Abilities

- Knowledge of Americans with Disabilities Act (ADA) and paratransit rules and regulations.
- Knowledge of local geography.
- Knowledge of Department of Transportation rules, policies, and transit operating practices.
- Skill in typing with speed and accuracy.
- Ability to use and interpret street maps, directories, timetables, and schedules.
- Considerable skill in effective oral and written communication.
- Considerable skill in the use of personal computers and common office software.
- Ability to dispatch fleet via radio according to FCC regulations and departmental policy.
- Ability to maintain accurate and complete records of transportation and paratransit services.
- Ability to be flexible and work any assigned shift.

- Ability to maintain confidentiality of sensitive information.

Licenses, Certifications, and Other Special Requirements:

Candidates considered for placement in this classification may be subject to a Criminal Background Investigation based on the requirements of the position.

Physical Demands

The employee generally remains in a stationary position for an extended period of time operating standard office equipment which may include computers, telephones, photocopiers, fax machines, computer aided dispatch systems and two-way radios. The employee is expected to move about to accomplish tasks such as opening file cabinets and moving files. Must be able to lift, push, pull, and carry up to (25) pounds.

Work Environment

Work is performed primarily in an office environment. Some work requires travel to meetings, conferences, and other work sites with exposure to seasonal weather conditions. Must be able to work nights, weekends and holidays.

The above statements reflect the general nature and level of work performed by employees assigned to this class. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Essential duties may vary from position to position.

Notes: