



## Job Specification

<b>Job Title: Dispatcher II</b>	<b>FLSA Type: Non-Exempt</b>	<b>Date Established: N/A</b>
<b>Department: Transportation</b>	<b>EEO Code: 06</b>	<b>Date Revised:</b>
<b>Class Code: 35-90-62</b>	<b>Reports To: Manager I of Customer Service, Dispatch, and Scheduling</b>	<b>Date Approved:</b>

### Job Summary

Under general supervision, the Dispatcher II serves as the lead dispatcher and is responsible for performing paratransit duties such as scheduling, routing, and dispatching of vehicles. Respond to inquiries and situations that have been escalated by the Dispatcher I.

### Essential Duties and Responsibilities

- Provide paratransit dispatching and routing services to seniors and disabled individuals by dispatching paratransit vehicles.
- Adjust, review, revise, and produce schedules using scheduling software.
- Refine trips assignments to increase productivity, improve ride quality, and adjust individual route schedules both in advance and/or on the day of service as needed to provide resources that match demand.
- Ensure that the appropriate parties are notified in the event of accidents or incidents.
- Maintain an up-to-date daily run itinerary of routes and assigned drivers.
- Monitor computer and maintain communication with drivers via two-way radio on information regarding scheduling issues and field situations.
- Schedule driver and vehicle assignments.
- Produce daily and monthly reports, logs, and records, and assist with entry of trip data as required.
- Serve as the primary point of contact in working with supervisory staff and customers resolving customer issues and transit concerns related to dispatch services.
- Review dispatcher I reports and radio log to ensure that operations have been conducted according to regulations.
- Monitor services for proper and timely operation and make recommendations for appropriate changes in service levels.
- Collaborate with the Customer Service Representative II on paratransit scheduling.
- Train new employees on proper dispatch techniques.
- Process and file schedules, reports, and related documents.
- May assume the role as the Manager I in lieu of their absence.

### Qualifications (required):

- High School Diploma or G. E. D. (General Educational Development) equivalent.
- Minimum of three (3) years of experience in dispatch or a related field.

### Qualifications (preferred):

- Experience working as a Dispatcher I.
- Associates Degree preferred.

- Experience dispatching in a transit environment such as taxi, vans, tow trucks, or similar.

**Knowledge, Skills, and Abilities**

- Knowledge of Americans with Disabilities Act (ADA) and paratransit rules and regulations.
- Knowledge of Department of Transportation rules, policies, and transit operating practices.
- Knowledge of local geography.
- Knowledge of dispatching techniques with the use of two-way radio systems for communicating and receiving information.
- Skill in typing with speed and accuracy.
- Considerable ability to dispatch fleet via radio according to FCC regulations and department policy.
- Ability to lead, train, and review the work of others.
- Skill in maintaining accurate and complete records of transportation and paratransit services.
- Considerable skill in effective oral and written communication.
- Advanced skill in the use of personal computers and common office software.
- 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.

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*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:**