

MEDINA COUNTY COMMISSIONERS

Job Description

Dispatcher

TRANSIT



SUMMARY

Under general supervision, operates communication systems utilizing radio, telephone and computer equipment to provide assistance to bus drivers and the public in support of daily transit operations of demand-response and fixed-route transit services. Prepares and maintains manual and computerized files and records including operations reports, incident logs, accident reports, and data concerning service interruptions, cancellations, vehicle breakdowns, etc.; provides information to the public; dispatches personnel and equipment in response to service requests.

PRINCIPLE DUTIES AND RESPONSIBILITIES:

- I. Performs dispatch duties to provide full coverage of calls for reservations. Monitors two-way radio; sends and receives messages; authorizes route changes to drivers in cases of client cancellations and/or additions, inclement weather, unsafe operating conditions, road construction or other unique situations affecting delivery of services. Instructs drivers concerning directions and detours. Contacts police, fire and ambulance in emergency situations. Notifies supervision for replacement vehicles or drivers when needed due to accidents, breakdowns, or other unforeseen emergencies. Reports operational problems and incidents to supervisors; makes recommendations and proposes solutions to operational issues.
- II. Schedules demand-response clients utilizing computerized scheduling and dispatching software to support efforts of County's demand response transit services. Reviews, organizes and maintains trip manifests to maximize route efficiencies. Maintains written and computer generated logs of all service requests; updates client information, driver hours, mileage and passenger information for reporting purposes. Responds to all calls and service requests promptly and with courtesy; provides information to the public in a courteous manner regarding demand-response and fixed-route transit services.
- III. Performs a variety of office tasks to assist in transit operations including tracking systems, vehicle usage, ridership; processes system's lost and found. May assist in tabulating transit fares.
- IV. May drive a transit vehicle on an assigned route as necessary. Performs other clerical duties as assigned to maintain operations of department.

Class Title / Position Number of Position(s) Supervised:

None

Department Director: _____

Date: _____

Human Resources: _____

Date: _____

Appointing Authority: _____

Date: _____

Class #: 52441C Class Title: Radio Dispatcher Position Control #: _____ Normal Working Hrs: Fr _____ to _____
County of Employment: Medina Working Title: Dispatcher Pos # & Title of Supervisor: 10477.0 Dispatch Supervisor

	KNOWLEDGE ^ SKILLS ^ ABILITIES	PRINCIPLE DUTIES
Knowledge:	<ol style="list-style-type: none"> 1. Transit system operations, rules & regulations;* 2. Read & interpret bus routes & schedules;* 3. Customer service practices; 4. Two-way radio procedures & codes; 5. Ohio vehicle codes & local traffic regulations; 6. Knowledge of safe driving techniques; 7. Geography & streets of county; 	<p>Operates communication systems utilizing radio, telephone & computer equipment;</p> <p>Performs dispatch duties;</p> <p>Authorizes route changes;</p> <p>Drives transit vehicle as necessary;</p> <p>Instructs drivers on directions & detours;</p> <p>Utilizes computerized scheduling software;</p> <p>Provides information to public on transit services;</p>
Skills:	<ol style="list-style-type: none"> 8. Communicate politely & cooperatively with passengers, employees & members of the public; 9. Exercise tact & sound judgment when resolving operational & passenger problems; 10. Establish & maintain effective working relationships with co-workers, other county employees, & employees of other client agencies; 11. Operate two-way radio; 12. Operate a passenger bus safely & effectively; 13. Operate wheelchair lifts; 14. Learn & apply computer software; 15. Read & interpret maps; 	<p>Responds to all calls & service requests promptly & with courtesy;</p> <p>Provides information to public in courteous manner on transit services;</p> <p>Reviews, organizes & maintain trip manifests;</p> <p>Drives transit vehicle as necessary;</p> <p>Operates communication systems utilizing radio, telephone & computer equipment;</p> <p>Performs dispatch duties;</p> <p>Authorizes route changes;</p> <p>Reports operational problems & incidents to supervisors;</p>
Ability:	<ol style="list-style-type: none"> 16. Arrive on-time & work independently with minimal supervision; 17. Communicate politely & cooperatively with passengers, employees & members of the public; 18. Exercise tact & sound judgment when resolving operational & passenger problems; 19. Establish & maintain effective working relationships with co-workers, other county employees, & employees of client agencies; 20. Operate in accordance with Ohio vehicle codes & traffic regulations; 21. Understand & follow detailed oral & written instructions; 22. Perform simple arithmetic computations; 23. Count fares; 24. Speak, read, & write basic English; 25. Articulate clearly & concisely; 26. Maintain basic records & complete reports; 27. Exercise sound judgment in stressful or emergency situations; 28. Learn & apply computer software; 29. Operate wheelchair lifts; 30. Operation of standard office equipment; 	<p>Operates communication systems utilizing radio, telephone & computer equipment ;</p> <p>Provides information to public in courteous manner on transit services;</p> <p>Reviews, organizes & maintain trip manifests;</p> <p>Drives transit vehicle as necessary;</p> <p>Performs dispatch duties;</p> <p>Authorizes route changes;</p> <p>Instructs drivers on directions & detours;</p> <p>Utilizes computerized scheduling software;</p> <p>Assists in tabulating transit fares;</p> <p>Tracks ridership, vehicle usage;</p> <p>Processes system's lost & found;</p> <p>Performs clerical duties;</p> <p>Makes recommendations & proposes solutions to operational issues;</p>

*Learned after employment

MEDINA COUNTY POSITION DESCRIPTION ADDENDUM

MINIMUM CLASS REQUIRMENTS

- 1) High school diploma or GED
- 2) Current Ohio drivers license; **OR**
- 3) Ohio Class C, B, or A CDL with passenger and air brakes endorsement (preferred))
- 4) Pass Department of Motor Vehicles Medical Certificate examination
- 5) 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 (1) to two (2) years

COMPETENCIES / ESSENTIAL FUNCTIONS / UNUSUAL WORKING CONDITIONS

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

- Work is regularly performed indoors but may involve driving in seasonal and changing weather conditions;
- Experience noise from two-way radio and ringing phones;
- Encounter various traffic conditions while driving;
- Requires sitting for long periods of time;
- Subject to drug and alcohol testing, including random testing, under Federal Transportation Administration (FTA) drug and alcohol regulations;
- Requires making a limited number of choices in selecting among alternative courses of action under supervisory guidance and in performing job functions according to a variety of prescribed policies or procedures;
- Requires intermittently twisting and reaching for office equipment;
- Requires dexterity to write and/or use keyboard to communicate;
- Regularly required to talk or hear, stand, walk, use stairs, sit; use of hands to finger, handle or feel objects, tools, or controls; and reach with hands and arms;
- Specific vision abilities required by this job include close vision and the ability to adjust focus;
- Access to automobile, maintain insurance & travel independently in changing weather conditions;
- Requires obtaining and exchanging information, referring inquiries to the appropriate source, or responding to questions from the general public;
- Requires a combination of job functions using minimal judgment to perform a variety of job tasks according to clearly prescribed standard practices and procedures;
- Position requires availability to work various shifts on weekdays, weekends, evenings, and holidays;