

SENIOR DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for supervising the work of Dispatchers and Van Operators. The incumbent organizes and generates statistical information into reports for the Department of Transportation. Employees in this class also receive telephone calls from individuals requesting transportation and placing requests into a daily schedule and dispatch drivers accordingly. Work is performed under general supervision. Does related work as required.

TYPICAL WORK ACTIVITIES:

Coordinates daily work activities among dispatchers;
Maintains radio contact with drivers to announce time and schedule intervals, signal operators to leave points;
Relays information to drivers via two-way radio concerning their work assignment including, daily schedules, run cuts, pick up and drop-off points;
Communicates with the public regarding comments and/or concerns;
Uses a computer terminal to place requests into a daily schedule and also maintain records and reports pertaining to routes, mileage, payroll, complaints, passenger counts, vehicle service schedules, repairs made and cost of service performed;
Interacts with vendors and mechanics to keep vehicles and radio-communication equipment in good working order;
Notifies drivers of any cancellations;
Attends meetings regarding various public transportation services;
Ensures dispatch is stocked with required supplies and materials.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the geographic area served by the program;
Good knowledge of the ADA requirements pertaining to public transportation;
Good knowledge of the principles and practices of supervision;
Skill in dealing with people under difficult circumstances;
Ability to plan and supervise the work of others;
Ability to train new employees in the correct procedures and conduct;
Ability to read a street map;
Ability to speak clearly and effectively;
Ability to maintain records;
Ability to efficiently and economically plan vehicle routes from passengers' requests;
Ability to establish and maintain rapport with the public;
Tact, patience, and dependability;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and 2 years experience in the scheduling, routing and assigning vehicles and drivers in an activity such as transit or other business involving bus or truck transportation.