



Classification Description

Job Title: Dispatcher
Department: Operations
Reports To: Operations Manager / Operations Supervisor / Designee
FLSA Status: Non-Exempt / Hourly / Safety Sensitive

Classification Summary:

Under the general direction of the Operations Manager, a Dispatcher performs a wide variety of duties related to the coordination of transit vehicles and drivers for the daily operations of curb-to-curb (dial-a-ride) and fixed route services.

Essential Duties:

1. Respond professionally to customer requests for information and rides for all MTA services.
2. Take directions from Operations Management and General Manager and be able to implement those directions quickly and effectively, with a degree of autonomy and professionalism to ensure compliance with agency directives, procedures, protocols, scripted communications responses and safety directives established by Management.
3. Coordinate dial-a-ride transit services in the most efficient manner to assure that all services meet operational standards; through utilization of Transit Demand CAD Software.
4. Monitor radios and communications for all MTA transit vehicles and respond to Transit Vehicle Operator needs in a professional manner.
5. Follow and professional effectuate MTA guidelines and scripted radio and communications procedures, directives and protocols established by Operations and / or the General Manager.
6. Provide necessary information and support for dial-a-ride and fixed route drivers in a timely manner.
7. Approve route deviations when necessary to maintain all MTA published schedules.
8. Identify, plan, and coordinate for the special needs of individuals, particularly needs of disabled and elderly residents.
9. Maintain a comprehensive knowledge of all emergency procedures and apply them in an efficient and calm manner when required.
10. Maintain familiarity with all MTA services and schedules, and provide accurate schedule and route information in a prompt and courteous manner.
11. Maintain all appropriate log-sheets accurately.
12. Refer complaints and compliments to proper personnel and document incidents on appropriate forms.

13. Record the check-in of all Transit Vehicle Operators, certifying fitness for duty, in the MTA service area and immediately notify a Transportation Supervisor of any irregularities. If a Supervisor is not available, pull driver from revenue service until such time as management is available to deal with situation.
14. Implement the opening and closing procedures of the MTA dispatch office and main building.
15. Report all safety hazards and "MTA Personnel Policies" violations promptly to an immediate Operations Supervisor.
16. Perform other related duties as assigned.

Required Knowledge, Skills and Abilities:

1. Ability to interact with other employees and the general public using courtesy, tact, and good judgment.
2. Ability to cooperatively work with others: be respectful of co-workers; promote teamwork; work constructively and effectively with drivers and supervisory staff.
3. Knowledge of proper two-way radio etiquette: ability to communicate with Transit Vehicle Operators using a two-way radio.
4. Knowledge of safety procedures utilized in transit operations; ability to communicate with Transit Vehicle Operators routinely and support Transit Vehicle Operators during crisis situations and emergencies and provide any assistance requested by Transit Vehicle Operators.
5. Ability to effectively handle multiple tasks simultaneously.
6. Knowledge of the principles and practices of transit operations and related traffic laws, ordinances and regulations, ability to rapidly gain considerable knowledge of same through on-the-job training programs.
7. Ability to read maps and knowledge of geographical area, fare zones, routes, schedules, bus stops, and transfer points to provide Transit Vehicle Operators clear directions.
8. Ability to frequently perform accurate simple addition and subtraction and occasionally more complex computations on routes, dates, times and other statistical elements on various forms for operations data.
9. Able to write clear and concise and professional reports, able to analyze the statements from complainants or drivers and prepare professional, forensic level reports and statements.
10. Knowledge of good organizational strategies and ability to write legibly and maintain a clean working environment.
11. Ability to sit for extended periods of time in an office environment; occasionally lift up to 25 lbs, able to work under occasional high pressure while remaining calm and competent, able to deal with drivers, management, the public and occasionally law enforcement in a professional courteous and informed manner.
12. Take directions from Operations Supervisor, Management and/ or General Manager and be able to implement the same quickly and effectively, with a degree of autonomy and professionalism to ensure compliance with agency and safety directives and protocols.

13. Demonstrate skill at being an effective team member, able to advance the agency goals and priorities, responsive to direction from management.
14. While under occasional pressure, be able to communicate clearly, professionally and patiently to drivers and others.
15. Spanish bilingual fluency is desired but not required. There is a salary premium for fully fluent bilingual Spanish-English speakers.

Qualifications:

1. Possession of a high school diploma, GED, or equivalent.
2. Minimum two years customer service experience.
3. Successfully pass a California Class B Drivers Physical or MTA Pre-employment Physical Evaluation.