



JOB DESCRIPTION

JOB TITLE: Dispatcher/Reservationist
FLSA STATUS: Non-Exempt
REPORTS TO: Road Supervisor
SALARY RANGE: Per Collective Bargaining Agreement
RATE OF PAY: \$21.40

ESSENTIAL FUNCTIONS:

Responsible for the coordination of bus operators, including assignment of equipment and required work. Organize equipment and daily requirements in coordination with the Fleet & Facilities Manager. Document and report any irregularities, as well as respond to the need of operators and passengers en route. Responsible for working with paratransit trip requests to develop efficient schedules, i.e., reviewing, revising, and dispatching. Analyzes feedback and service delivery issues, recommends, and implements changes. Monitors efficient utilization of assigned vehicles to limit passenger ride time and ensure on-time performance. This position is considered safety sensitive and is subject to drug testing, including pre-employment testing, reasonable suspicion, and random drug screens, in accordance with Federal Transit Administration (FTA) Drug and Alcohol regulations.

POSITION SPECIFIC RESPONSIBILITIES:

- Assures all required service levels are met
- Monitors, schedules, and records daily work status of operators in scheduling system
- Promptly advises management of any field problems, such as accidents, breakdowns, delays, etc. and maintains a log of such occurrences
- Analyzes feedback concerning service delivery issues and recommends changes to improve service
- Helps assist with accidents/incident investigations
- Data entry, including investigation and error correction
- Assists in developing reports in scheduling software
- Coordinates detour and route changes as required
- Provides support and recommendations to drivers en route
- Heavy phone and two-way radio usage, multi-tasking ability is essential
- Communicate and effectively manage all route adjustments to maintain on-time performance standards
- Monitors operating practices to assure compliance with rules and regulations; reports violations
- Contacts appropriate law enforcement agencies, medical services and/or supervisory personnel in emergency situations
- Monitors vehicle operator hours to minimize overtime and cover demand
- Communicates with community partners

- Assists with special projects as assigned, such as driving routes if the need arises
- Answers all incoming phone calls promptly and courteously; attention to wait time for incoming calls
- Informs customers and drivers of system policies and procedures, if appropriate, and does so courteously
- Takes road calls and assists drivers en route with collisions and incidents, as well as with passengers
- Other duties as assigned

KNOWLEDGE/SKILLS:

- High School/GED diploma preferred
- Must be 21 years of age
- At least three (3) years of related experience, with two (2) years as an operator
- Must be able to obtain (or currently hold) a “Class A” or “Class B” Commercial Driver’s License with Air Brake and Passenger Endorsements within the first 60 days of employment (*On the job training provided*)
- Must submit an original Department of Motor Vehicle Driver Record issued within the past ten (10) days prior to, or at the interview for employment
- Must pass a pre-employment drug test
- Must pass a pre-employment background check
- Good understanding of the service area

ABILITIES:

- Must be able to work shift hours and days assigned
- Ability to communicate well and maintain a positive work environment
- Effective listening is essential
- Solid understanding of Microsoft Office, experience with dispatching and scheduling systems a plus
- Excellent judgment and decision making skills
- Strong problem solving and organizational skills
- Spanish bilingual skills are highly desirable

WORKING CONDITIONS/PHYSICAL EFFORT:

- Demonstrate regular and consistent attendance and punctuality
- Assimilate information quickly and accurately
- Prioritize tasks and manage time effectively
- Work primarily involves an office environment
- May be required to work added hours or weekends, if specific tasks demand
- Ability to meet requirements and perform duties of a vehicle operator at all times
- Must keep Operations Manager informed of all changes, activities, schedule of drivers and vehicles at all times
- Communicate clearly and effectively, both orally and in writing in English
- Must be able to work in all types of weather
- Ability to sit without discomfort for prolonged period of time on a variety of operator’s seats in different models of buses, and fit behind the steering wheel with clearance between abdomen and wheel
- Turn head up to 180 degrees in either direction on a regular and frequent basis
- Walk to, enter, and exit the vehicle

- Ability to bend, crouch, and/or kneel while maintaining balance

EMPLOYMENT STANDARDS:

- Good driving record with no Driving While Intoxicated (DWI), Driving Under the Influence (DUI) or similar charges; reckless driving, railroad crossing violations, failures to appear (FTA) or leaving the scene of an accident offenses (Consideration may be given after ten (10) years)
- No more than a total of two (2) moving violations or accidents within the last three (3) years
- No suspended or revoked licenses within the past ten (10) years for moving violations or violations of criminal laws
- Any combination of violations, unfavorable road observations or accidents that indicates a pattern of unsafe vehicle operation behavior, whether on or off the job

BENEFITS:

Represented staff benefits will be consistent with the collective bargaining agreement with the Teamsters Local 533.

APPLICATION PROCEDURE:

Any qualified person interested in this position should submit their application to DeDe Aspero, Tahoe Transportation District, P.O. Box 499, Zephyr Cove, Nevada 89448 or email to daspero@tahoetransportation.org.