

SOUTHEAST ALABAMA REGIONAL PLANNING AND DEVELOPMENT COMMISSION (SEARPDC)

JOB DESCRIPTION

Job Title: Transit Dispatcher/Scheduler
Department: Transportation
FLSA: Non-Exempt
Grade: 4
Safety Sensitive: No
Security Sensitive: Yes

Job Description Prepared: November 2021 (Revised January 2023 – D. Crittenden/K. Farmer)

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this job and are not to be interpreted as being all-inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Reports to: Assistant Transportation Director
Subordinate Staff: None
Other Internal Contacts: Transportation Employees; Human Resources; Information Technology (IT); Finance
External Contacts: General Public; Local Business; Automobile Parts Stores; Boys and Girls Clubs; Service Area Counties; Southeast Health Child Development Center; Aging Population (Clients); Vendors; Various Health Facilities

Job Summary

Under the general supervision of the Assistant Transportation Director, the Transit Dispatcher schedules and dispatches all trips via software. The employee prints reports of all routes for development of driver itineraries. The employee updates and maintains spreadsheets of contracted services to ensure accurate billing. The employee is responsible for creating and maintaining daily will call lists. The employee also maintains will call and denial logs. The employee assists with the facilitation of a safety protocols

and procedures through viewing bus camera footage of reported incidents or accidents and creating DVDs of the incidents. The employee also assists in the training of new drivers on policies, procedures, and process and provides guidance to new drivers. This is considered security-sensitive job and is subject to a pre-employment background check.

Essential Functions

ESSENTIAL FUNCTIONS: The following list was developed through a job analysis; however, it is not exhaustive and other duties may be required and assigned. A person with a disability which is covered by the Americans with Disabilities Act (ADA) must be able to perform the essential functions of the job unaided or with the assistance of a reasonable accommodation.

ESSENTIAL FUNCTION: Scheduling and Dispatch. Employee schedules and dispatches all transit schedules to appropriate routes to ensure the safe transportation of clients to various locations within the SEARPCD service region.

1. Answers the phone; responds to inquiries or requests.
2. Schedules or cancels trips to store, work, or doctor's appointments.
3. Utilizes software to develop daily schedules of routes.
4. Develops daily driving route based on schedule for the most efficient route.
5. Prints reports for driver daily itineraries and assignments.
6. Maintains two-way radio contact with drivers to ensure safe operation of transit over various service routes.
7. Creates and maintains will call lists.
8. Reviews bus camera footage of reported incidents/accidents; creates DVDs of pertinent footage.
9. Maintains denial logs; forwards to supervisor.
10. Updates spreadsheets for all contracted services to ensure accurate billing.
11. Contacts emergency first responders (e.g., police, fire/ambulance) in the event of an emergency.
12. Contacts mechanic or tire company in the event of vehicle breakdown.

ESSENTIAL FUNCTION: Administrative. Performs documentation, maintains, and retains records, and assembles reports to ensure accuracy and efficiency according to all established rules, regulations, and protocol.

1. Documents and maintains bus mileage for oil changes.
2. Maintains and files daily logs and paperwork relating to vehicle operation to include time sheets, mileage/passengers' information, inspection sheets and work sheets.
3. Compiles all purchase order (PO) requests and addendums for all bus maintenance, supplies, building maintenance, and any other necessary

POs.

4. Prepare memos and distributes to drivers to relay pertinent information.
5. Composes and sends emails to various entities to ensure dissemination of accurate information.
6. Prepares and submits monthly verification reports to Director for National Transit Database (NTD) reports.
7. Verifies driver paperwork and schedule software is consistent and accurate; verifies the paperwork matches the software.
8. Develops paperwork to tag new equipment as purchased.
9. Maintains paperwork regarding removal of equipment from inventory. Collects and documents appropriate fares from riders.
10. Documents and maintains data on all passengers; documents and tracks passengers' contracts.
11. Reports complaints, accidents, or injuries to supervisor.
12. Maintains daily logs and paperwork relating to vehicle operation to include time sheets, mileage/passengers' information, inspection sheets and work sheets.
13. Maintains daily logs and paperwork relating to vehicle operation to include time sheets, mileage/passengers' information, inspection sheets and work sheets.
14. Reconciles monies to the schedule at the end of a shift.
15. Assists in training new drivers on local procedures.
16. Completes and retains passenger information forms.
17. Attends professional development to included: scheduled driver training sessions, seminars, first aid and cardio-pulmonary resuscitation (CPR) courses, etc.).

ESSENTIAL FUNCTION: Vehicle Maintenance. Performs routine and preventative maintenance on assigned vehicle.

1. Attends quarterly driver training workshop and other training as required.
2. Conducts daily pre-departure inspections of vehicle.
3. Conducts daily post-trip inspections of vehicle.
4. Performs vehicle interior and exterior cleanup at the end of the day.
5. Conducts operator level maintenance to include checking levels of fluids (water, brakes, power steering, oil, windshield washer, etc.), and tires and belts.
6. Refuels vehicle.
7. Drives vehicle to maintenance facility for routine and scheduled maintenance.
8. Reports vehicle problems to supervisor.

NON-ESSENTIAL FUNCTION:

Performs other job-related related tasks as required or assigned.

Knowledge, Skills and Abilities

(*Can be acquired on the job)

1. Knowledge of federal, state, and local regulations regarding public transportation.
2. *Knowledge of regional road systems and geographical area.
3. Knowledge of computers and computer software.
4. Knowledge of basic vehicle maintenance.
5. Knowledge of safe driving practices and defensive driving techniques.
6. Knowledge of safety rules including accident causation and prevention.
7. Reading skills to understand, and interpret daily schedule, traffic signs, and other forms.
8. Communication skills to effectively communicate internally and externally, both orally and in writing.
9. Verbal skills to effectively communicate with supervisor, co-workers, and the general public.
10. Writing skills to clearly and neatly complete routine forms records, and notes using correct English, grammar, punctuation, and spelling.
11. Organization skills to schedule and organize routes.
12. Math skills to accurately account for fares and fees collected.
13. Ability to read and comprehend state and federal reporting criteria to collect data for preparation of reports.
14. Ability to pay attention to detail.
15. Ability to operate computers and office productivity software.
16. Ability to read and understand a road map.
17. Ability to lead and provide guidance and instruction.
18. Ability to deal with all contacts in a courteous and patient manner.
19. Ability to be cautious and alert when driving and assisting riders.
20. Ability to be flexible and adapt to changes in schedule.
21. Ability to work independently with little or no supervision.
22. Ability to handle stressful situations and use good judgment.
23. Ability to maneuver and secure wheelchair bound patrons on/off van.
24. Ability to train other drivers.
25. Ability to drive.

Minimum Qualifications

1. Possess a high school diploma or GED is required.
2. Minimum of one (1) year of previous experience working with the public is required.
3. Ability to pass a pre-employment background check.

Physical Demands

The work requires some physical exertion such as long periods of standing; walking over

rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching or similar activities; recurring lifting moderately heavy items such as record boxes. The work may require specific, but common, physical characteristics and abilities such as above-average agility and dexterity.

Work Environment

The work involves moderate risks or discomforts which require special safety precautions, e.g., working around moving parts, carts, or machines; with contagious diseases or irritant chemicals, etc. Employees may be required to use protective clothing or gear such as masks, gowns, coats, boots, goggles, gloves, or shields.

Employee Signature

Date _____