



POSITION: **DISPATCHER I - Bus Division (PS101451)**
This position is represented by the Teamsters Union Local #856
Dispatchers can be assigned to work in the San Rafael,
San Francisco, Novato or the Santa Rosa lots.

SALARY RANGE: **\$79,352.00 - \$95,576.00 annually**
40 hour work week
(Employee pays 7% of salary/wage toward CalPERS retirement plan.)

SHIFTS MAY VARY and are bid upon. Shifts cover a 24 hour, 7 days per week operation.

DATE POSTED: **Wednesday, January 22, 2020**

CLOSING DATE: **Wednesday, February 5, 2020**

OPENINGS: **One (1) and to create an Eligibility List**

OPEN TO: **All Qualified Applicants**

POSITION SUMMARY:

This position reports directly to the Superintendent of Transportation Operations, who provides general supervision, guidance and assistance. A substantial portion of the dispatcher's work is assessment of unscheduled events and corrective action follow through. Dispatcher's work is evaluated by performance in maintaining scheduled and unscheduled service, dealing with emergency situations, supervision of bus operators, and interaction with bus transportation supervisors.

The primary responsibility of the Dispatcher is to make work assignments to bus operators in accordance with the labor agreement; within a geographic service area, to safely maintain scheduled and unscheduled service. A secondary responsibility is to act as Radio Controller as required. Position may require working on extended shifts.

MINIMUM QUALIFICATIONS:

Education and/or Experience: Minimum of one (1) year customer service experience in a fast paced environment or experience in dispatching vehicles. Transit experience is preferred. Must pass the Dispatcher Training Program and Probationary Period. *(This will include classroom instruction. The classroom instruction will consist of tests that must be passed. There will be modules on District fares, routes, knowledge of bid cycles, run books, policies, procedures, and MOU procedures, along with other paperwork associated with the duties of this position.)*

Required License: Must possess and maintain a current, valid California driver's license and satisfactory driving record. No more than 2 moving violations within the last 3 years. No DUIs or reckless driving infractions within the last 7 years. May operate District vehicles.

Physical Requirement: Lift up to 50 pound boxes and supplies. May require long periods of standing. Frequent bending and reaching. Long periods of working at a computer work station. Constant use of sight abilities including hand/eye coordination, near range vision for sorting, accessing written material.

Dispatcher I (PS101451)

Constant use of hearing and speech abilities to communicate with operators; give/receive instructions, telephone and radio.

ESSENTIAL RESPONSIBILITIES:

- Develops a daily dispatch plan, based on availability of equipment and operators, and modifies the plan as conditions or events change during the day.
- Responsible for maintaining scheduled and unscheduled service at a rate greater than 99% of all schedules while minimizing additional costs of overtime.
- Possesses the knowledge and interpretation of the labor agreement in scheduling the extra board, making work assignments and handling a wide variety of operational situations.
- Assists, coordinates and provides radio contact for bus transportation supervisors in the field, and dispatch them as needed to respond to situations requiring supervisor's presence.
- Verifies accuracy and functioning of time clocks, check vehicle/operator supplies, reviews daily schedules, and verifies bus operator's medical card and driver license.
- Knows and follows the safety and health rules and safe working practices applicable to his or her job.
- Establishes and maintains effective working relationships with District employees, customers, vendors and all others contacted during the course of work using principles of excellent customer service.
- Performs additional related duties as assigned.
- Regular and reliable attendance and performance are required.

REQUIRED KNOWLEDGE, SKILLS and ABILITIES:

Knowledge of: General Dispatching principles and operations. District policies and labor agreement (MOU) provisions. Occupational health and safety rules and working practices applicable to this position.

Ability to: Think logically and demonstrate experience using tact and diplomacy, disseminate information to the public, and make quick and sound decisions on a frequent basis. Work effectively, cooperatively, positively, concisely, clearly, and patiently with others. Maintain composure and exercise a cooperative and flexible nature, while working under stressful situations in a highly unpredictable and fast-paced work environment. Multi-task and respond to a frequently changing work environment. Demonstrate legible handwriting skills. Must demonstrate computer and keyboard skills using Microsoft office software. Use radio communication system. Learn the geographic area served by Golden Gate Transit. Learn the transit routes, schedules and equipment. Learn a multi-faceted communications system. Operate a computer terminal. Learn or have a very good working knowledge of the HASTUS Computerized Dispatch System, ACIS and INIT functions. Apply operating rules and regulations. Coordinate assignments of personnel with other Dispatchers, some in other geographic locations, in accordance with the Memorandum of Understanding. Effectively handle multiple tasks in a fast paced-environment and maintain a professional demeanor at all time. Communicate courteously, tactfully and effectively with personnel and the public. Speak in a clear and distinct voice. Do math computations and demonstrate excellent math skills to compute time. Type or use a keyboard with sufficient speed to produce reports and documents as required. Print legibly for board work and posting purposes.

Skilled in: Problem solving, positive communication and working in a team environment. Interpersonal communication skills.

APPLICATION PROCEDURE:

FAILURE TO MEET ANY OF THE REQUIREMENTS STATED BELOW MAY RESULT IN REJECTION OF YOUR APPLICATION

TO APPLY: www.goldengate.org/jobs

Applicants must apply online by the deadline date. Applications received after the deadline will not be considered.

The District's Human Resources Kiosk is available for filling out and submitting your online application and employment documents. The HR kiosk is located at the San Rafael Office. For directions and general information, visit our website www.goldengate.org.

All notices related to District recruitments for which you apply will be sent via email. Please ensure the email address you provide on your application is correct, and add '@goldengate.org' as an accepted address to any email blocking or spam filtering program you may use to ensure receipt of notification from the District regarding your recruitment application. The District is not responsible for notices that are not read, received, or accessed by any applicant for any District recruitment.

THE FOLLOWING DOCUMENT(S) MUST BE SUBMITTED AT TIME OF APPLICATION:

| DOCUMENTS |
|--|
| 1. GGBHT Online Employment Application |
| 2. Resume (Scan and attach as PDF to your online application) |
| 3. DMV K4 Print-out which can only be requested from any DMV office (Scan and attach as PDF to your online application.) <u>For External Applicants:</u> DMV K4 Print-out dated within 30 days from the date of job posting (Scan and attach as PDF to your online application) <u>For Internal Applicants</u> who are part of the Pull Notice Program, the Human Resources Department will request for your DMV report. |

SELECTION PROCESS FOR THIS POSITION WILL INCLUDE:

- Assessment of education, training and experience
- Skills Assessment Examination
- Panel Interview
- DMV Physical, Functional Performance Physical & FTA/DOT Drug screen (post offer of conditional employment) *
- Background, Employment and Security Investigation

**This position is classified as U.S. Department of Transportation – Federal Transit Administration “Safety Sensitive.” Under DOT FTA regulations, employees in “Safety Sensitive” positions are subject to pre-employment, reasonable suspicion, post-accident, random and return-to-duty drug and/or alcohol testing.*

***The District will only invite those candidates whose qualifications **MOST CLOSELY MATCH** the position requirements to continue in the selection process. The District may convene the panel for interview process as needed to establish a reasonable pool of candidates to consider for final rounds of interviews and selection.*

AN EQUAL OPPORTUNITY EMPLOYER

EQUAL EMPLOYMENT OPPORTUNITY

The Golden Gate Bridge, Highway and Transportation District provides equal employment opportunity for all qualified persons based on merit and other job-related factors without regard to race, color, religion, religious creed (including religious dress and grooming practices), national origin, ancestry, citizenship, physical and mental disability, medical condition, genetic information, marital status, sex (including pregnancy, childbirth, breastfeeding and/or related medical conditions) gender, gender identity, gender expression, age (40 years and over), sexual orientation, veteran and/or military status, protected medical leaves, domestic violence victim status, political affiliation and any other status protected by state or federal law.

Applicants with Disabilities: The Human Resources Department will make reasonable efforts to accommodate applicants with disabilities to complete the Employment Application and in any job-related examination process. Please contact Human Resources at (415) 257-4535 to request assistance with an Employment Application. To request a job-related examination process accommodation, please submit your request to Human Resources with sufficient time to allow the District to consider the reasonableness of the request.

To Learn More: [EEO Policy Statement \(link\)](#)

To File an EEO related concern contact the EEO Program Office:

EEO Officer

(415) 257-4537

eeoofficer@goldengate.org

Revised 12/30/2019 SS

Revised: 01/18/2020 AD

**Human Resources Department
GGBHTD
1011 Andersen Drive
San Rafael, CA 94901-5318**