



JOB TITLE:	DISPATCHER	DIVISION:	BUS
REPORTS TO:	OPERATIONS CONTROL CENTER MANAGER	EEO CATEGORY:	03 - TECHNICIAN
FLSA:	NON-EXEMPT	SAFETY- SENSITIVE:	YES
CLASSIFICATION:	REPRESENTED	LOCATION:	SAN RAFAEL

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

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.

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.

Minimum Qualifications

Education and/or Experience:

- Minimum of one (1) year of customer service experience in a fast-paced environment, specifically in transportation operations, emergency services, logistics, dispatch services, or a related field involving high call volumes, or scheduling coordination.
- 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.*

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 workstation. Constant use of sight abilities including hand/eye coordination, near range vision for sorting, accessing written material. Constant use of hearing and speech abilities to communicate with operators; give/receive instructions, telephone, and radio.