

**Dispatcher
Position Description**

Greenville Transit System

SUMMARY- This position is a non-safety sensitive position that requires the scheduling and overall coordination of transit services to ensure the timely and safe transportation of all passengers. Performance of these duties must be conducted in compliance with all applicable DOT, federal, state, local, and system regulations and policies.

ESSENTIAL DUTIES

- ◆ Answers incoming calls promptly, gathers comprehensive information, and communicates information to the appropriate individual using dispatching software, telephone, or radio to facilitate timely pickup and drop-off of passengers.
- ◆ Dispatches communicates information to drivers, as needed, using a two-way radio system or alternate methods, as necessary, to facilitate the timely pick-up and drop-off of passengers.
- ◆ Provides schedule information to drivers, as necessary.
- ◆ Communicates with the general public, including passengers, families, staff, community agencies, and other providers in person or using a telephone to facilitate the timely pickup and drop-off of passengers.
- ◆ Contacts emergency personnel, such as police, ambulance, and fire department, when necessary to ensure the safety of all passengers.
- ◆ Communicates with drivers and other individuals, as appropriate, to facilitate assistance as needed for vehicle maintenance issues.
- ◆ Promptly advises the Operations Manager or Public Transportation Director of any safety issues or incidents involving a driver, passenger, or a vehicle.

ADDITIONAL DUTIES

- ◆ Assigns buses to drivers at the beginning of their shifts and makes sure they have their money bags for fare collection.

- ◆ Writes receipts for pre-pay funds received by the drivers or received at the transit facility.
- ◆ Reconciles the money collected by the drivers with their daily trip manifest.
- ◆ Disarms the alarm system in the morning and sets it at the end of the day.
- ◆ Turns on and off the night recording on the telephone system.
- ◆ Keeps the dispatch office clean when needed.

PHYSICAL REQUIREMENTS

- ◆ Ability to bend, crouch, or kneel.
- ◆ Ability to twist, push, or pull.
- ◆ Ability to sit in a normal seated position for extended periods of time.
- ◆ Cannot be prone to fainting spells, blackouts, dizziness, or seizures.
- ◆ Normal hearing, with the aid of corrective devices, as needed (i.e., hearing aid).
- ◆ Normal vision, with the aid of corrective devices, as needed (i.e., glasses or contacts).

COGNITIVE REQUIREMENTS

- ◆ Ability to evaluate, determine, and communicate the proper course of action in situations that may pose a safety risk.
- ◆ Ability to comply with current traffic and driver safety regulations as well as all other applicable Federal, State, and local regulations and system policies.
- ◆ Possess strong organizational skills.
- ◆ Ability to analyze and solve problems.
- ◆ Ability to effectively communicate, including:
 - Strong oral and written communication skills; and
 - Knowledge of the English language.
- ◆ Ability to learn, understand, and communicate, as necessary, all schedules/routes.

WORKING CONDITIONS

The dispatcher's hours of work and work schedules vary. The position requires being seated for extended periods of time. The work environment is a controlled setting with normal temperatures and high levels of light. The position requires frequent interaction with drivers and the public.

EDUCATION AND/OR LICENSE REQUIREMENTS

- ◆ There are no special education or licensing requirements for this position.

"The physical demands described here are the representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions."