

**POSITION: Transit Dispatcher**

**DEPARTMENT: Transit**

**Grade: 22**

**Starting Salary: \$32,318.00**

**Posted: June 27, 2024**

**Closing: Until Filled**



### **General Definition of Work**

Performs intermediate technical work scheduling and dispatching Transit Operators, developing and monitoring transit routes, performing basic office duties such as typing, filing and record keeping, and related work as apparent or assigned. Work is performed under the moderate supervision of the Assistant Transit Director and Transit Operations Supervisor. Limited oversight is exercised over Transit Operators.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements below are representative of knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.*

### **Essential Functions**

- Oversees and provides scheduling and dispatching of vehicles and transit operators; develops daily routes and Transit Operator manifests using automated software.
- Plans and projects routes based on passengers needs; monitors routes for efficiency and ensures coordination of trips.
- Coordinates route changes and Transit Operator schedules with the Transit Operations Supervisor.
- Answers multi-line telephone; provides information regarding available transit services; forwards calls to appropriate party.
- Receives inquiries, complaints and service requests and resolves them according to established policies and procedures; changes or cancels passenger trips upon request.
- Works with contracting agency representatives to schedule transportation for agency clients.
- Coordinates passenger pick-up and drop-off times within allowed timeframes.
- Notifies Transit Operators of changes and cancellations using automated software, two-way radios and/or cell phones.
- Maintains complex and detailed files and records; maintains customer and destination databases; verifies records for accuracy and completeness.
- Serves as back-up staff to the Administrative Assistant as needed.
- Receives and verifies passenger fares collected by Transit Operators on a daily basis
- May be required to operate a transit vehicle on an assigned route and schedule; assists passengers entering and leaving the vehicle, when necessary; carries packages for passengers when necessary; operates wheel chair lift.
- Acts as a receptionist; greets visitors;
- Assists the public with the completion of standardized records or documents; directs visitors to appropriate party.
- Evaluates and determines eligible transit services for callers/visitors; registers new passengers and enters information into data system.
- Receives and processes incoming and outgoing mail and faxes; mails brochures and information to new passengers.
- Operates a variety of standard office equipment; assists staff with copying, collating, etc. of other media.
- Other duties as assigned

## **Knowledge, Skills and Abilities**

Thorough knowledge of the geography of the County and the location of streets and important buildings; thorough knowledge of utility terminology as applied to services and equipment; general knowledge of standard office practices, procedures, equipment and secretarial techniques; ability to enunciate clearly and distinctly; ability to exercise the use of good judgment in evaluating situations and making decisions; ability to understand and follow moderately complex oral and written instructions; ability to keep simple records and prepare reports; ability to operate various office machines; ability to establish and maintain effective working relationships with associates and the general public.

## **Minimum Training and Experience**

High school diploma or GED and moderate experience in transit operations, or equivalent combination of education and experience.

## **PHYSICAL REQUIREMENTS**

This work requires the occasional exertion of up to 25 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel and repetitive motions, frequently requires reaching with hands and arms and occasionally requires standing and walking; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

## **SPECIAL REQUIREMENTS**

Valid driver's license.

Drug and alcohol testing shall be conducted in accordance with local, State and/or Federal regulations.

## **HOW TO APPLY**

Applicants must register online or in person with NCWorks. A State application (PD-107) is required and may be obtained at and submitted to the NC Works Career Center 23 Macon Avenue Franklin, N.C.

Mail to:

5 West Main Street  
Franklin, NC 28734

and must be submitted on or before the closing date. Online applications are not available. Please include 3 references with contact information and a valid email address for all correspondence from the employer to the applicant. Resumes will not be considered.

**AN EQUAL OPPORTUNITY EMPLOYER/ADA EMPLOYER**  
**All prospective employees are subject to a criminal background check**