

DISPATCH SUPPORT



REPORT TO: OPERATIONS SUPERVISOR(S)
OPERATIONS MANAGER
STATUS: FULL-TIME, FLSA NON-EXEMPT
SCHEDULE: SELECTED PER SENIORITY
WAGE RANGE: \$30.94 - \$38.93 PER WORKING HOUR
INITIAL REVIEW DATE: SEPT. 21, 2026 | OPEN UNTIL FILLED

Communication Accountability Responsiveness Empathy Solution

POSITION OVERVIEW

Under the GTA Operations Manager's direction, this position coordinates and oversees the daily operations of all agency transportation services, including fixed route and route-deviated services. Dispatch Support is empowered to make decisions based on GTA established policies to maintain safe, reliable and relevant daily transit service; monitors transit service and performance; prepares daily work and bus assignments; dispatches and schedules transportation services; provides pertinent information to Coach Operators in order to perform assigned duties successfully and in compliance with agency policies and guidelines; facilitates interpretation of rules and policies, training, and dispatch duties; resolves operational and customer relations problems; responsible for promoting and contributing to a positive, fun and rewarding work environment; and encourages and maintains positive communications within the agency. The position requires the ability to resolve conflicts and deal effectively throughout the organization and with the public to assure efforts are properly directed toward achieving common agency goals, as well as monitor driver report times, maintain complete and accurate records in the dispatch log of daily events and ensures completeness in the completion of event forms, Driver Visual Inspection Reports (DVIRs) and any other forms required for Operations. The Dispatch Support position is responsible for safely, efficiently, and effectively maintaining daily fixed-route and deviated service. This is a safety-sensitive position, subject to Federal Transportation Association (FTA) drug and alcohol testing requirements.

This position must have schedule flexibility – availability to work full-time during morning, mid-day, and evening shifts required.

DESIRED QUALIFICATIONS (non-inclusive list)

Knowledge of public transportation equipment, operations and BEST practices; GTA transit routes, amenities and Grant County road/street system; public transportation operators' methods, policies and procedures; record-keeping practices and procedures; scheduling system and procedures; performance management; appropriate disciplinary judgements and process; office administrative practices and procedures; principles and practices of prudent business communication; strong interpersonal relations skills; occupational hazards and safety precautions applicable to area(s) of work; effective verbal, listening and communication skills; possess cultural awareness and sensitivity; recognize unsafe work conditions and potential safety hazards; client service and public interaction skills; stress management and time management skills; correct English usage, including spelling, grammar and punctuation; mathematical computation and operations, including basic addition, subtraction, multiplication, division, units of measurements, ratios, rates, percentages, graphs, statistical and monetary units; proficient in Microsoft Office and other computer operations; GTA organization, ordinances, rules, policies, procedures and operating practices related to areas of responsibility; federal, state and local ordinances, codes, rules, policies, procedures and operating practices related to areas of responsibility; terminology, work processes and local, state and federal requirements applicable to areas of responsibility.

MINIMUM QUALIFICATIONS (non-inclusive list)

- One (1) year of work experience as a transportation operator, dispatcher, or other relevant transit operations position, which provided: a broad knowledge of operational policies and procedures; good performance and work history; relevant leadership and decision-making skills.
- GTA transit routes, amenities, and Grant County road/street system
- Working knowledge of computers, databases, and other pertinent software applications to create documents and materials requiring input.
- Ability to use a high degree of discretion and diplomacy in dealing with sensitive situations.
- Current and valid Washington State driver's license with acceptable driving record.
- Current and valid Class B CDL, with Passenger and Air Brake endorsement. Individuals meeting all other qualifications may receive extended training to acquire CDL within a specified period, as needed and approved.
- Minimum of five (5) years licensed driving experience, with no moving traffic violations within the past three (3) years and no involvement in any at-fault traffic accidents within the past five (5) years. Must maintain a current driver's license and all required endorsements, and maintain an acceptable driving record level throughout employment, which will be monitored by periodic reviews of the Motor Vehicle driving profile.
- Successfully pass physical examinations as required for CDL and overall driving fitness.
- Must be willing and able to work varying shifts, hours, and days of the week, including weekends and holidays.

COMPENSATION AND BENEFITS

- Wage Range: \$30.94-\$38.93 per hour (Fulltime, FLSA Non-Exempt)
- Medical/Dental/Vision/Life/AD&D/LTD (administered through PEBB)
- Public Employees' Retirement System (PERS)
- Paid Time Off, including Paid Holidays and Washington Paid Sick Leave

HOW TO APPLY

Interested and qualified candidates must submit completed application, cover letter and resume electronically via email to: jobs@granttransit.com or via mail to:

Grant Transit Authority
Attn: Human Resources
PO Box 870
Moses Lake WA 98837

For complete position details and application, please visit: www.granttransit.com. Fax submissions and/or incomplete application packets will not be accepted.

CLOSING DATE

Open until filled. All qualified candidates are strongly encouraged to apply by the initial review date of **September 21, 2026 at 8:00am**. Application materials must be received by Grant Transit Authority by the deadline to be included in the review. **Subsequent reviews are not guaranteed.**

Grant Transit Authority is an equal opportunity employer and does not unlawfully discriminate on the basis of race, sex, age, color, religion, national origin, marital status, veterans' status, disability status, sexual orientation, or any other basis prohibited by federal, state, or local law. Please let Grant Transit Authority know if you need accommodations in order to participate in the application process.