



JOB CLASSIFICATION: DISPATCH SUPPORT
CLASSIFICATION NUMBER:
DEPARTMENT: OPERATIONS
REPORTS TO: OPERATIONS MANAGER
STATUS: FULL-TIME, FLSA NON-EXEMPT

◆ Integrity ◆ Trust ◆ Common Truth ◆ Respect ◆ Compassion ◆

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 monitors driver report times, maintains complete and accurate records in 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 to maintain daily fixed route and deviated service safely, efficiently and effectively. This is a safety-sensitive position, subject to Federal Transportation Association (FTA) drug and alcohol testing requirements.

Essential Duties and Responsibilities

The duties and responsibilities listed below are intended only as examples of the various types of functions that may be performed. The omission of specific duties and responsibilities does not exclude them from the position if work is similar, related or a reasonable assignment for the position.

- Provide exceptional customer service; manage difficult and sensitive situations in a prompt, professional manner; demonstrate respect and empathy to all persons encountered during course of work; and consistently uphold GTA Core Values.
- Initiate immediate and appropriate emergency response and assistance to Coach Operators, typically via a two-way radio communication system.
- Provide the highest priority to maintain the safety and security of employees, passengers, equipment and GTA facilities. Instructions provided in emergency situations must be conveyed in a concise, calm and assertive manner using GTA radio communication protocols.
- Monitor Coach Operator sign-in; observe and field questions from Coach Operators and provide communication liaison with Customer Service Representative.
- Monitor on-time arrivals and departures; resolve operational issues that may arise; and keep Customer Service Representative current on route and schedule status.
- Ensure GTA standards of safety, courtesy and reliability are followed by daily observation and monitoring of Coach Operators for adherence to GTA policy, rules and regulations; immediately communicate all potential issues observed to Operations Manager for resolution.

- Work and cooperate with law enforcement, emergency and security personnel to provide security to all employees and system guests.
- Dispatch fixed route and route-deviated transportation services efficiently and effectively utilizing agency resources to provide optimum service levels and performance. Dispatching may be performed from remote locations and/or mobile dispatching on occasion when needed and/or requested.
- Monitor transit schedules, routes and equipment; report on schedule and route deficiencies and problems; and recommend changes as necessary.
- Schedule, assign and monitor Coach Operators and equipment on assigned shift(s) and ensure that all routes are covered; maintain weekly Coach Operator work schedules in scheduling software and make applicable changes when necessary; receive and respond to reports and/or requests for Operator replacement, vehicle change-outs, mechanical failures, repairs needed, and other operational problems; coordinate transfers and holds; and alert drivers to route/service changes and changing driving conditions.
- Participate in the development and administration of agency operating policies and procedures; serve on department and agency committees and work groups as requested.
- Ensure that work is performed efficiently and according to appropriate guidelines, procedures and regulations.
- Maintain open communication with Operations Manager and Safety and Training Coordinator(s).
- Communicate with other agency personnel to resolve problems, coordinate activities and exchange information.
- Communicate and work with Maintenance department and associated internal tracking software to arrange maintenance of equipment and facilities.
- Prepare and maintain accurate records and reports related to run sheets, dispatch logs and other information; maintain confidentiality of information as appropriate. Ensure Coach Operators complete and submit required forms or reports thoroughly before the end of their shift.
- Possess working knowledge of the geography of Grant County, with emphasis on specified routes.
- Keep current on required certifications and training to ensure compliance with all licensing and training requirements.
- May be required to perform all duties of a Coach Operator and other related duties as required by illnesses, vacation or personnel shortages.
- Perform clerical duties, file maintenance and special projects in support of Agency operations.
- Perform opening and closing duties to secure facility.
- Understand pertinent procedures and functions quickly and apply them appropriately without immediate supervision, ask for clarification when appropriate.
- Update job knowledge and skills as needed and/or required.
- Report to Operations Manager problems and/or issues encountered with assigned work.
- Take responsibility for content and quality of work assigned, and continuously demonstrate commitment, empathy, fairness, and integrity.
- Abide by strict time schedule(s), and possess time-keeping device and communication device at all times while on duty.
- Observe uniform requirements and/or other rules, policies, and regulations as outlined by GTA.
- Be available to work all shifts and days of the week as needed and/or required.
- Advocate and actively participate in continuous improvement of the Agency; assist team members when needed; and support the Agency workforce at all times.
- Complete tasks and responsibilities in a thorough, accurate manner and meet key deadlines.
- Maintain punctuality, reliability and regular attendance to contribute to the efficient and effective delivery of transportation service(s) and associated duties.
- Establish, maintain and support effective and respectful working relationships; give and accept constructive feedback.

- Support a safety culture Agency-wide.
- Perform other duties as assigned, needed and/or required of a similar nature or level to make GTA an outstanding transit agency.

Desired Minimum Qualifications

Knowledge

Knowledge of public transportation equipment and operation 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; 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; 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; computer operations; proper lifting techniques; 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.

Skill

Skills to perform multiple technical tasks with a potential need to upgrade skills in order to meet changing job conditions and/or requirements; use of computers, databases and other pertinent software applications to create documents and materials requiring input, interpretation and manipulation of data; operate standard office equipment, including but not limited to computers, multi-line telephone systems, two-way radio, calculators, copiers, and fax machines; ensure operation of transportation vehicles is in a safe, responsible manner; effective verbal, listening and communication skills; ability to remain calm under pressure and emergency situations; communicate instructions concisely and assertively during emergencies; 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; read material such as manuals, reports, periodicals, and newspapers; manage and complete assigned projects; and prepare and maintain accurate, manual and computerized records and documents.

Ability

Ability to suggest safe and effective modifications or additions to the existing route structure; remain calm, assertive and articulate under pressure and emergency situations; ensure operation of transportation vehicles is in accordance with traffic laws, ordinances, rules and driving courtesies; quickly and effectively learn activities, practices and procedures related to area(s) of responsibility; maintain the highest level of confidentiality and security of records; maintain self-control and professional attitude when dealing with hostile persons or under adverse conditions; manage multiple and changing priorities to meet the needs and expectations of GTA and public; effectively communicate in English, both verbally and in writing; tell time, monitor timely progress, and adapt to strict timely schedule; write legibly on forms and other documents; analyze situations accurately and implement an effective course of action when needed; follow verbal and written instructions, and perform tasks with minimum supervision; organize, set priorities, take initiative and exercise sound independent judgment in crisis situations within areas of responsibility; manage multiple and changing priorities to meet the needs and expectations of GTA management, staff and public; handle stress and continue to perform all duties and provide service to public in a timely, courteous and responsible manner; prepare clear, accurate, and concise records and reports; use a high degree of discretion and diplomacy in dealing with sensitive situations and concerned

citizens; establish, maintain and promote highly effective working relationships with GTA management, committee members, staff, and others encountered in the course of work.

Physical and Mental Demands

The physical and mental demands described here are representative of those that must be met by incumbent to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing duties and responsibilities of this position, Dispatch Support are regularly required to sit, walk and stand for extended periods of time; talk and hear, both in person and via a two-way radio system or telephone; use hands repetitively to finger, handle, feel or operate equipment; reach with hands and arms, including above shoulders; bend, twist and/or stoop; push and/or pull moderate to heavy amounts of weight; kneel, crouch and/or crawl; ascend or descend stairs, walk or stand on uneven surface(s); climb heights on ladders or other equipment; and lift and/or carry up to 40 pounds on a regular basis without physical limitations; work rotating or extended shifts as necessary. Specific vision abilities required by this position include close vision, distance vision and the ability to adjust focus, with vision correctable to 20/20.

Specific to coverage of Coach Operator position: Dispatch Support must be able to sit for extended periods of time, up to ten (10) hours; assist passengers in mobility device(s), up/down steps, partial lift and/or slide device onto bus up to 115 pounds of force; use arms and hands to apply 20 pounds of pressure to turn steering wheel; and use legs to apply 15 pounds of pressure for braking vehicle.

Mental Demands

While performing duties and responsibilities of this position, Dispatch Support are regularly required to use good written and verbal communication skills; read and interpret data, information and documents; use intermediary reasoning skills to apply principles of rational systems to analyze and solve practical and complex problems; effectively cope with elevated stress; observe and interpret people and situations; learn and apply new information or skills; make necessary decisions and solve problems based on subjective or objective criteria; make frequent changes of tasks involving different aptitudes, technologies, procedures, working conditions, or degrees of attentiveness without loss of efficiency or composure; work under intensive deadlines with frequent interruptions; positively interact with supervisor, co-workers, customers, and others encountered in the course of work.

Environmental Conditions

The work environment characteristics described here are representative of those an incumbent encounters while performing essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is primarily performed in an indoor environment and with daily periods of time in an outdoor environment, with varying weather and temperature conditions, including sudden changes in weather and temperatures and near moving equipment and/or transit vehicles.
- Exposure to noise, dust, grease, slippery surfaces, chemicals, smoke, fumes, noxious odors, rain/snow, heat, gases, and mechanical and electrical hazards

Education, Experience, Licensing and Special Requirements

- High School diploma and/or equivalent.
- 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.
- Current and valid Washington State driver's license with acceptable driving record.
- 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. Past data evidenced within a current driving abstract. Abstract dated no more than one month prior to applications date must be provided by applicant.
- 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.
- 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 Motor Vehicle driving profile.
- Successfully pass physical examinations as required for CDL and overall driving fitness.
- Successfully pass pre-employment criminal background reports and drug and alcohol screening.
- Must be willing and able to work varying shifts, hours and days of the week, including weekends and holidays; and have reliable transportation to and from work location(s).