

## **DISPATCHER**

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for communicating with individuals requesting transportation, placing these requests into a daily schedule and dispatching drivers accordingly. The dispatcher has responsibility for accurately maintaining a variety of numerical records pertaining to drivers, riders and vehicles. Work is performed under general supervision. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Communicates with individuals requesting transportation to determine all pertinent data and plans a daily schedule using a dispatch scheduling program;  
Maintains radio contact with drivers to announce time and schedule intervals, signal operators to leave points;  
Relays information to drivers via two-way radio concerning their work assignment including, daily schedules, run cuts, pick up and drop-off points;  
Uses a computer terminal to maintain records pertaining to routes, mileage, payroll, complaints, passenger counts, vehicle service schedules, repairs made and cost of service performed;  
Interacts with vendors and mechanics to keep vehicles and radio-communication equipment in good working order;  
Notifies drivers of any cancellations;  
Calls substitute or on-call drivers when necessary;  
Receives monies or counting cash collected by the driver from passengers;  
Attends meetings with DSS, OFA and BC Lift for maintaining and modifying the various public transportation services.

### **FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of the geographic area served by the program;  
Working knowledge of the ADA requirements pertaining to public transportation;  
Skill in dealing with people under difficult circumstances;  
Ability to read a street map;  
Ability to speak clearly and effectively;  
Ability to maintain records;  
Ability to efficiently and economically plan vehicle routes from passengers' requests;  
Ability to establish and maintain rapport with the public;  
Tact, patience, and dependability;  
Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of an equivalency diploma and 1 year experience in the scheduling, routing and assigning vehicles and drivers in an activity such as transit or other business involving bus or truck transportation.