

Benzie Transportation Authority

DISPATCHER

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|----------------------|---------------------|--------------------|------------|
| Pay Grade | | FLSA Status | Non-exempt |
| Supervised by | Dispatch Supervisor | Supervises | None |
| Approved by | | | |

General Summary

The Dispatcher assists the Dispatch Supervisor in organizing and dispatching all routes and related activities, in order to maintain a safe, efficient transportation system.

Principal Duties and Responsibilities

- Coordinates all incoming telephone calls via a multi-line phone system.
- Schedule or dispatch workers to appropriate locations, according to customer requests, specifications, or needs, using radios or telephones.
- Confer with customers or supervising personnel to address questions, problems, or requests for service.
- Monitor personnel or equipment locations and utilization to coordinate service and schedules.
- Prepare daily work and run schedules.
- Advise personnel about traffic problems, such as construction areas, accidents, congestion, weather conditions, or other hazards.
- Exhibits a positive image as a loyal representative of the Benzie Transportation Authority.
- Familiarizes themselves with the geographic service area of Benzie County and surrounding area.
- Remains alert and exercises good judgment concerning emergency situations, abnormal driving conditions, and disabled vehicles.
- Works with all employees, clients and all passengers who use the transportation system to improve the safety of the system.
- Maintains a good rapport with all passengers, other drivers, supervisors, and office personnel.
- Attends all scheduled training sessions.
- Handles, processes, and maintains monies in accordance with authority policies and procedures.
- Continuously updates all routes and scheduled transports to generate greater efficiency and safety.
- Maintains a visible dispatching system of all operations reflecting times, drivers and general areas of travel.
- Disseminates to the public, accurate daily information concerning routes, time and schedules in a professional hospitable manner.
- Interacts with customers, visitors, and other guests on the phone and in person professionally and courteously. Processes ticket sales, reservations, and other services and documents same in accordance with authority policies and procedures.
- Assists as needed to provide relief for the Dispatch Supervisor.
- Assists the Dispatch Supervisor with other duties as may be assigned.
- Informs Executive Director and/or his/her designee of any unusual incidents or circumstances during the course of their daily routine.
- Complies with all policies and procedures of the agency.

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Dispatcher

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Knowledge, Skills, Abilities and Characteristics Required

- Knowledge of local, state, and federal rules, regulations, ordinances, and laws relating to the operation of a bus.
- Telephone usage, interpersonal relationships and communication skills.
- Ability to handle confidential information appropriately
- Ability to use computer and programs as a management tool including knowledge of Microsoft Suite.
- Has excellent moral character and personal habits
- Dependable and possesses qualities of initiative, self-reliance and leadership.
- Neat, clean and professional in manner and appearance
- Enjoys working with all age groups and is sensitive to their needs.
- Emotionally stable
- Uses respectable language at all times

Experience and Training

- High school graduate or equivalent
- Possesses a chauffeur license with proper endorsements.
- Meets Federal and State DOT drug/alcohol testing requirements.
- Meets state and local physical examination requirements.
- Must have experience with Microsoft Word, Excel and Access.
- Willing to meet all bus driver certification and licensing requirements; must have a minimum of five (5) years of driving experience preferred.
- Experience with mapping programs preferred.

Physical Conditions and Work Environment

Job duties are performed in the typical office environment of the organization.

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