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| Under supervision of the Mobility Manager, performs scheduling, routing and dispatching duties; operates a variety of communication equipment, including telephone, computer dispatching software, and tablets; creates, maintains and monitors daily routing; and responds to requests for service and provides a variety of information to passengers and the general public |

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| **Principal Duties and Responsibilities** |
| * Provide dispatching and routing services to seniors, disabled individuals certified under the Americans with Disabilities Act (ADA) and the general public * Create, maintain and monitor computerized daily manifests/schedules for dispatching and routing transit services; modify and update schedules to improve services * Provide a variety of public transportation information to passengers, the general public and other public agencies; provide quality customer service and respond to public inquiries and requests for service in a courteous and professional manner * Use Web based travel planners, such as Google Maps, to assist people in developing travel plans by matching transportation resources to accommodate specific needs * Help clients schedule rides on other systems when needed * Assesses client needs and assists in identification of regional transportation options * Identify unmet transportation needs and report to Mobility Manager * Remains alert and exercises good judgment concerning emergency situations, abnormal driving conditions, and disabled vehicles * Handles, processes, and maintains monies in accordance with authority policies and procedures * Processes ticket sales, reservations, and other services and documents in accordance with authority policies and procedures * Operate office equipment including a multi-line phone system, computers and tablets * Ability to adapt to changing technologies and learn functionality of new equipment and systems. * Communicate clearly and concisely, both orally and in writing * Establish and maintain effective working relationships with those contacted in the course of work. * Immediately informs Mobility Manager of any unusual incidents or circumstances during the course of their daily routine * Expert knowledge of Reasonable Suspicion Training, working with BTA’s Designated Employer Representative (DER) as a frontline conduit for any suspicious behavior, ensuring everyone is safe and prepared for their assigned duties * Customer satisfaction is paramount; creatively solving riders’ transportation needs is the primary role in this position. However, whenever possible it is expected for employees in this position to investigate better routing and/or make suggestions to the Mobility Manager in to maximize efficiencies * Assist with outreach events * Complies with all policies and procedures of the agency |
| *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.* |

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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 * Correct English usage, spelling, grammar and punctuation * Modern office procedures, methods and equipment including computers * Principles and procedures of record keeping * Ability to run reports and analyze data * Streets, landmarks, and geography of Benzie County and its surrounding areas * Ability to read a map * Telephone usage, interpersonal relationships and communication skills * Ability to handle confidential information appropriately * Understand and follow oral and written instructions |
| **Experience and Training** |
| * High school graduate or equivalent * Meets Federal and State DOT drug/alcohol testing requirements * Must have experience with Microsoft Word and Excel * Experience with mapping programs preferred |
| **Physical Conditions and Work Environment** |
| Job duties are performed in a typical office environment. |