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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
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| *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
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| **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
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| **Physical Conditions and Work Environment** |
| Job duties are performed in a typical office environment. |