

## **St. Joseph County Transportation Authority**

JOB TITLE: Dispatcher

REPORTS TO: Dispatch Manager

### **Summary**

Under the general supervision of the Dispatch Manager, this position may require the employee to be able to perform both the duties of the Transit Dispatcher and Transit Driver. Works a variety of hours and days of the week including Saturdays, holidays and split shifts.

### **ACCOUNTABILITIES**

- Knowledge of first aid and emergency procedures.
- Ability to utilize dispatch/routing system.
- Ability to input data in a correct manner.
- Ability to follow the duties outlined in the Dispatch Training Manual.
- It is the responsibility of the dispatchers to get complete information from the customer to drivers and to billing
- Ensure that commitments made to customers are met to maintain the customer's trust placed in SJCTA. See each trip to its successful conclusion.
- Provide support to drivers as they are the backbone of the company.
- Attend all SJCTA meetings as required.
- Maintain a clean and organized dispatch environment.
- Ability to analyze problems and resolve them diplomatically, professionally and quickly.
- Demonstrated success in accepting responsibility and using independent judgment.
- Implement SJCTA policies and procedures with respect to safety, operations and organization.
- Ability to use a multiple line telephone, two-way radio and cell phone.
- Ability to learn computerized dispatch/ routing systems.
- Thorough knowledge of the safe and efficient operation of SJCTA vehicles.
- Ability to learn and utilize maps of the county.
- Excellent communication skills and the ability to maintain a professional composure in a fast-paced and hectic environment, while responding to citizen problems, concerns and requests in a courteous and respectful manner.
- Answer public inquiries regarding SJCTA services and policies.
- Knowledge of route and bus stop locations.
- Ability to communicate both orally and in writing in a clear straight forward manner for the continued safety of all SJCTA employees and customers.
- Ability to understand and carry out oral and written instructions.

- Ability to maintain a cooperative working relationship with fellow employees.
- Ability to maintain confidential information.

*It is the prerogative of the Director of the St. Joseph County Transportation Authority to alter job descriptions, including duties, policies and position responsibilities at any time.*