

FAYETTE COUNTY

Position Description
Dispatcher - FACT

Exempt

JOB FUNCTIONS:

Provide customer service assistance and radio dispatching. Maintain staffing requirements daily based on current service hours. Make decisions and comply with the labor agreement and established policies and procedures. Maintaining records via computer. This is a system safety position.

WORK HOURS:

7.5 hour shifts Sunday through Saturday with two (2) scheduled days off. May require rotation between shifts.

DUTIES AND RESPONSIBILITIES:

1. Assure that scheduled service is covered and that operators report and leave on time.
2. Assure operator absences are assigned in accordance with the labor agreement.
3. Prepare and document work assignments for the next workday.
4. Record work hours via computer.
5. Record, investigate, and resolve operator and dispatcher complaints.
6. Assists in the hiring and discipline of subordinate employees.
7. Answer telephones and directs incoming calls to appropriate staff.
8. Provide courteous and timely customer service and schedule information.
9. Monitor vacation scheduling, overtime boards, lists pick, and run bids.
10. Monitor and maintain an adequate inventory of office supplies including trip sheets, defect and delay slips.
11. Monitor and enforce the labor agreement and county policies and procedures including General Rules & Procedures for Safety Sensitive Employees and Uniform Policy.
12. Record and follow up on passenger service complaints.
13. Monitor and notify appropriate persons on lost and found items.
14. Monitor base radios and provide hourly time checks, monitor scanner and surveillance cameras.
15. Maintain a neat and professional work area.
16. Monitor and record report offs, misses, part-time work hours, and paid time off.
17. In emergency situations, operate a bus until the appropriate personnel can be contacted.
18. Perform all other duties as assigned.

OTHER DUTIES OF JOB

1. Must attend meetings, training or in-services training as required.
2. Performs other job related duties as required.

SUPERVISION RECEIVED

Receives instruction and supervision from Operations Manager in regard to daily work duties.

SUPERVISION GIVEN

Supervises the bus operators.

SKILLS, KNOWLEDGE, AND ABILITIES:

1. Strong administrative and management skills.
2. Ability to work independently and be a self-starter.
3. Ability to follow instructions with minimal supervision.
4. Knowledge of department functions and organization.
5. Well-developed interpersonal skills.

6. Ability to handle emergency situations in a timely and professional manner.
7. Thorough knowledge of labor agreement and county policies.
8. Abilities to cooperate with all employees and be a team player.

EDUCATION AND WORK EXPERIENCE

A minimum of a high school education and at least three (3) years experience in transportation operations and/or customer service. Experience in personal computer applications is also required. A Pennsylvania Commercial Driver's License (CDL) is required. Knowledge of the county service area is preferred.

SPECIAL REQUIREMENTS

Must maintain a valid, current Class B Pennsylvania Commercial Driver's License (CDL) with the Air Brake restriction removed and a Passenger endorsement. Position is safety sensitive and subject to substance screening tests as governed by FTA regulations and county policy. Must complete supervisor training in Reasonable Suspicion (49 CFR Parts 653 & 654). Must submit information for criminal check, pass physical exam and be cleared by PA Act 33 & 34.

PHYSICAL DEMANDS:

Training may require travel and overnight stays. Requires the operation of revenue service vehicles and as such requires the dexterity and mobility to enter and operate a variety of vehicles. A good range of arm movement is required to operate the service vehicles. May be subject to extended periods of time in a bus seat. Limited bending, reaching, and stooping movements are needed to provide wheelchair passengers with assistance and securement.

WORKING CONDITIONS

Typical office conditions. Required to move vehicles in garage area as needed. The Dispatcher office is heated and air-conditioned, however, opening of garage is also ventilated, but there could be minimal exhaust fumes. Vehicle operation of revenue service vehicles in emergencies can result in adapting to all types of weather and traffic condition, both day and night driving. While vehicles are equipped with heating and air-conditioning units, the boarding and unboarding of passengers may cause temperature variations during an operator's work schedule. Requires the cooperation and knowledge of varied types of vehicles and equipment.

I HAVE READ THE ABOVE POSITION DESCRIPTION AND FULLY UNDERSTAND THE REQUIREMENTS SET FORTH THEREIN. I HEREBY ACCEPT THE POSITION OF DISPATCHER AND AGREE TO ABIDE BY THE REQUIREMENTS AND DUTIES SET FORTH. I WILL PERFORM ALL DUTIES AND RESPONSIBILITIES TO THE BEST OF MY ABILITY.

Signature of Employee

Date

Signature of Supervisor

Date

In compliance with the Americans With Disabilities Act, the Employer will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and incumbents to discuss potential accommodations with the Employer.