

**TRANSIT DISPATCHER****Definition**

Under the general supervision of the Transit Supervisor/Transit Services Coordinator, this position may require the employee to be able to perform both the duties of Transit Road Safety/Driver Trainer and Transit Driver and to assist in transit system administration.

Works a variety of hours and days of the week including split shifts.

**Distinguishing Characteristics**

This is the advanced level class in the Bus Driver series. Employees within this class are distinguished from the Bus Driver by the performance of the full range of duties as assigned including training of Bus Drivers. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

**Essential Functions:** (Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills, and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in the class.)

Exercises technical and functional supervision over Road Safety and Driver Trainer and Bus Drivers.

**Tasks Performed:****Dispatcher:**

- Modern office procedures, methods and computer equipment
- Principles and practices of transit system operation
- Ensures operating policies and procedures are followed
- Maintain records and statistics and enter data in a computer
- Schedules and assigns daily bus routes and drivers in an efficient and effective routing system
- Monitors bus assignments, driver assignments, and updates bus drivers on daily vehicle status
- On a continuous basis, know and understand bus driving activities and observe safety rules. Intermittently analyze driving conditions; identify safety hazards
- Maintains operation of communications equipment
- Collects and complies daily ridership data for daily deposits
- Maintains written records of transit requests on computer
- Resolves scheduling conflicts, "no shows", and cancellations
- Coordinates transit route adherence and customer deviation pickups
- Answers routine questions pertaining to the Transit System and City Services
- Assists in the development of specification and purchasing process for new equipment
- Compiles operation reports for Transit Services Coordinator
- When assigned, order and pick-up supplies

**Road Safety and Training:**

- Assist in scheduling and assigning daily bus routes and drivers in an efficient and effective routing system
- Monitors bus assignments, driver assignments, and updates bus drivers on daily vehicle status
- Assists in resolving scheduling conflicts, "no shows", and cancellations
- Oversees and provides input to route changes/emergency needs due to inclement weather or other situations that demand attention
- Ensures operating policies and procedures are followed
- Coordinates maintenance and repair of vehicles
- Monitors status of work orders
- Plan and conduct classroom and behind-the-wheel training for new drivers; plan and conduct refresher and safety training for experienced drivers; document training provided in driver files
- Acquire and maintain training and safety materials
- Maintain records and statistics and enter data in a computer
- Count fare-box receipts; prepare and make bank deposits
- When assigned, assist in maintenance of bus shelters, stops and the transit system office

- Inspects vehicles for damage and compliance with safety standards; transports vehicles for servicing
- Ensures vehicles are equipped properly for special needs of clients
- Observes driving skills and work habits of drivers in the field
- Responds to problems in the field such as equipment failures and vehicle accidents
- Updates mileage, usage, transportation, vehicle and other related reports
- Updates the vehicle preventative maintenance schedule
- Assists in the development of specification and purchasing process for new equipment
- Performs physical (i.e. Safety equipment, signage, first aid kits) inventories

**Driver:**

- Performs pre and post trip inspections of assigned transit bus
- Operates a variety of vehicles in a manner ensuring passenger and vehicle safety
- Cleans transit equipment and vehicles
- Assists customers on and off of the transit vehicles
- Collects fares and checks passenger passes or transfers
- Drive bus in the transportation of passengers on a deviated fixed-route or request basis; maintain on-time service and safe operation; clean bus and perform routine bus maintenance as required

Performs other related duties and responsibilities as required

**Knowledge, Abilities Other Characteristics:**

**Dispatcher Knowledge, Abilities and other Characteristics:**

- Understanding of Federal and State Traffic laws and regulations
- Understanding of ADA regulations
- Principles of customer service
- Understanding of using radio communication equipment
- Understanding of using phone systems
- Understanding of basic computer systems including word and spreadsheet programs
- Ability to be friendly and courteous on phone to all customers
- Ability to input data in a correct manner
- Ability to interpret and explain City Transit policies and procedures
- Act quickly and calmly in emergency situations

**Road Safety and Training:**

- Understanding of Federal and State Traffic laws and regulations
- Understanding of ADA regulations
- Principles and methods of training
- Safety and emergency procedures
- Ability to communicate clearly and concisely both orally and in writing
- Ability to understand and carry out oral and written instructions
- Ability to maintain a cooperative working relationship with the public and fellow employees
- Knowledge of first aid and emergency procedures
- Ability to maintain logs, daily schedules and various records
- Act quickly and calmly in emergency situations

**Driver Knowledge, Abilities and other Characteristics:**

- Knowledge of operation of vans and vehicles
- Understanding of and the ability to perform CDL inspections
- Knowledge of local community and street system
- Ability to be friendly, courteous and assist all passengers including passengers with special needs
- Ability to learn operations, services and activities of a customer service program
- Act quickly and calmly in emergency situations

**Experience:**

Two years of responsible journey level experience equivalent to a Bus Driver and/or Dispatcher.

**Qualifications:**

High school diploma or equivalent is required. At least 21 years of age with an excellent driving record, as verified through the California State DMV department. Excellent interpersonal and communication skills are essential. Must possess a current and appropriate Department of Transportation (DOT) certification at all times

**License or Certificate:**

Must possess and maintain a valid California Commercial Driver's License Class B with passenger endorsement (must be enrolled in the Department of Transportation Drug and Alcohol program) and be able to obtain a printout of an excellent driving record from the DMV. Must possess a current and appropriate DOT certification at all times. Ability to obtain a General Public Para Transit Vehicle (GPPV) and Verification of Transit Training (VTT) Certification required.

Possession of, or ability to obtain prior to completion of the probationary period may be required, a Mass Transit Training Certificate issued by the Transportation Safety Institute or California Department of Education

**PHYSICAL PROFILE:** I; 4, 7, 12.

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