

Central Texas Rural Transit District
Job Description
Job Title: Dispatcher

Exempt (Y/N): No

Salary Level:

Location: Coleman

Employee Name:

Prepared by: Assistant Gen Manager

Division: CTRTD

Department: Operations

Supervisor: Operations Supervisor

Date: 6/8/2017

Approved by: General Manager

SUMMARY: Serve as Support staff to ensure the efficient and effective Operation of Transit system. Normally, there will be two dispatchers to handle two radio frequencies and to maintain contact with approximately 50 drivers in eleven counties. Must dispatch drivers in response to telephone request for service by performing the following duties:

ESSENTIAL DUTIES AND RESPONSIBILITIES: include the following. Other duties may be assigned. *Note – although duties are summarized between early and evening duties – assignments may vary between both.*

Early Morning Duties:

1. Dispatch arrives by 5:00 a.m. and goes 10-41 on two way radios at that time.
2. Listen to night messages/responsible for following through with all documentation.
3. Familiarize self with daily schedules.
4. Log onto Instant messengers and email.
5. Make sure all schedules/same days are available.
6. Check in all drivers – document time and vehicle.
7. Make sure all drivers are aware of same days and cancels.
8. Print IVR Status Report and call all failed calls.
9. Print MT cancelation report.
10. Rearrange problem schedules.
11. Make courtesy calls to Clients for Drivers.
12. Respond/Follow through with all IM's received.
13. Assist Drivers with requested needs (example – Directions, Purchase Orders, Telephone calls)
14. Handle incoming phone calls for pick up and returns.....Document in RouteMatch.
 - Verify ALL request in CARR software before ending call
 - Verify Medicaid request in BIG notebook
15. Respond to Driver radios
16. Document all add on trips, and cancels on proper forms, radio driver, input in computer and fax to driver if required.
17. Document all driver hours for the week on Monday through Thursday and submit to Operations Assistant.
 - As needed:
 - Respond immediately to all vehicle breakdowns/report to appropriate supervisor
 - Respond immediately to vehicle, driver, client accidents, report to appropriate supervisor

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- Dispatch may be required to work shorthanded and should schedule appointments only if assigned.
- Remind drivers to leave a no show slip for all medical transportation and general public passengers.
- Ask questions of supervisor if unsure of proper procedure.

Evening Dispatch Duties

1. Work two way radios and incoming dispatch phone calls.
2. Assist drivers in making client/rider phone calls for directions and/or pick up times – enter time of call and id# in comments of trip.
3. Utilize mapping program to print maps for drivers.
4. Document and notify the appropriate drivers of any cancellations (make sure to check all legs of trip)
5. Document all medical transportation cancellations given by the Administrative staff MTP phone list and document the driver or supervisor that you notified.
6. Look through all schedules to familiarize yourself with trips.
7. Make courtesy calls for same days printed after 5 pm
8. Notify Supervisor of all faxes that have not gone through to appropriate driver/offices prior to leaving at the end of the day.
9. Make additional phone calls for ANY clients needing to travel earlier then the normal 1 hour and 45 minute pick up time.
10. Make sure to make notes for any unfinished business for morning dispatch to follow through with.
11. Notify Supervisors of any schedule changes and if there are changes to Saturday MT trip schedules you must notify driver and Supervisor.
12. Call Supervisor of any unfinished business or possible morning complications/problems.
13. Make sure back door is shut and locked.
14. Go 10-42 on the radio at 7 pm.
15. Turn all lights and ceiling fans off
16. Make sure front door is locked.

Common Duties

Handle incoming dispatch telephone calls from riders and relay messages to drivers via two way radio communication and cell phones.

Document MT cancelation time in RouteMatch and AMR book.

MT Add on procedure – Fill out AMR form and email to appropriate contacts.

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Customer service – Must be courteous, cheerful, and helpful to riders attempting to call for pick up and to check into possible same day scheduling of trips.

Operate dispatch software including scheduling of appointments, viewing manifest, and routing and verifying driver manifest.

Assist in disbursement of daily schedules for each service area county.

Ensure proper/treatment of clients/riders by monitoring of two way radio and telephone and promptly report problems to General Manager or Supervisor.

Get along with and cooperate with other agency personnel.

Monitor and maintain two way radio calls to and from drivers and assist them in contacting passengers, doctor's facilities, and other drivers to adjust daily schedules to ensure passengers arrive in timely manner.

Assist riders in resolving scheduling conflicts.

Files of driver manifest, pre-trips, and other operational reports.

Works with Medical Transportation office in scheduling Medicaid transportation and reporting no-shows, add a trips, and cancellations.

Helps coordinate movement of workers and equipment throughout system.

Assist with Scheduling/Reservations and/or Drive when required by Supervisor, General Manager, Operations Manager, or Assistant General Manager.

Attend trainings/travel and workshops as required by Supervisor.

Comply with Agency Regulations and policies.

THIS FORM REFLECTS THE GENERAL DETAILS CONSIDERED NECESSARY TO DESCRIBE THE ESSENTIAL FUNCTION OF THE JOB IDENTIFIED AND SHALL NOT BE CONSIDERED AS A DETAILED DESCRIPTION OF ALL THE WORK REQUIREMENTS THAT MAY BE INHERITED IN THE JOB. INTRODUCTORY PERIOD IS 180 DAYS.

Failure to comply with Personnel Policies, job responsibilities, and functions can result in disciplinary actions and termination.

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QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform the 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.

EDUCATION and/or EXPERIENCE:

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Have the ability to write routine reports and correspondence and speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS:

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

REASONING ABILITY:

Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS:

Drivers License

Defensive Driving Course

CPR Certificate

First Aid Certificate

OTHER SKILLS AND ABILITIES:

Ability to operate computer and input data (ten key), fax machine, phone skills, two way radio. Bi-lingual helpful.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and talk or hear.

The employee must regularly lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must be able to deal with changing environments and handle stressful situations. The noise level in the work environment is usually moderate.

Review, Sign, and Return Job Description
with Application

Applicant/Employee Acknowledgement

I have read, understand, and agree to perform the duties as outlined in this position description.

Applicant/Employee Signature

Date

Supervisor's Signature

Date