

JOB DESCRIPTION

JOB TITLE: L-CAT DISPATCHER
REPORTS TO: TRANSPORTATION MANAGER
DEPARTMENT: AGING SERVICES
DIVISION: L-CAT (Lyon County Area Transportation)

ORIGIN DATE: JAN 2004
REVISION DATE: June 2008
DEPARTMENT NO: 10-63/64
JOB NO:

I. JOB SUMMARY: This non-exempt position is to insure rider schedules and routes are prepared for daily operations of the transit program. To insure the transportation telephone line is answered and rider needs are met within the boundaries of published rider-ship procedures. To assist with data entry, records development, filing and clerical work as required.

II. PRIMARY DUTIES:

- A. Responsible for answering incoming transportation calls and responding to transit related needs.
- B. Develop passenger schedules for buses and routes. Communicate with bus drivers on passenger pickups and deliveries.
- C. Gather public transit daily, weekly and monthly reporting data, accurately.
- D. Handle monthly bus pass fare sales and customer service information and Billing
- E. Attend training, conferences, and meetings as required or requested by Transportation Manager.
- F. Uses appropriate computer technology to coordinate transportation and related reports.
- G. Advises Transportation Manager of staff development needs.
- H. Organize transit records in an efficient manner, and keep organized and available for public inspection at any time.
- I. Treat all persons respectfully and cheerfully at all times, regardless of nature of interaction. Use of good judgment in reporting unusual incidents, accidents, etc. to Transportation Manager in a timely manner.
- J. Other duties as assigned by the Transportation Manager.

III. INTERMITTENT DUTIES:

- A. Occasional driving of bus may be needed
- B. Assist other office personnel as needed
- C. Assist in managing Transportation Department in the absence of the Manager.

- IV. **QUALIFICATIONS:** Must have a valid Class C driver's license. A current Commercial Kansas drivers license with passenger endorsement is desirable..
- A. **EDUCATION:** High School diploma, G.E.D. or equivalent required.
- B. **EXPERIENCE:** One year of dispatch and/or clerical experience with buses and/or taxis is helpful. Prior bus driving experience is desirable.
- C. **KNOWLEDGE:** Must have the ability to receive, interpret and follow verbal and written instructions. Required to read, write and speak English with the ability to speak a foreign language helpful.
- D. **SKILLS:**
- 1) Must be able to operate a computer, typewriter, telephone, copier, fax machine and intercom system.
 - 2) Knowledge of Microsoft, Word, Excel, and Internet required.
 - 3) Problem Solving: Frequent problem solving exists in this position. Moderate decision making exists in this position.
 - 4) Interpersonal: Frequent contact with the general public including the elderly and disabled. Must be courteous and friendly.
- V. **WORKING CONDITIONS:** At times there may be a need to be outdoors in inclement weather to check buses or drivers.
- VI. **PHYSICAL REQUIREMENTS:** Requires sufficient visual acuity to be able to read and write and operate equipment common to this position. Requires sufficient hearing levels to be able to effectively communicate with people directly or by telephone. Requires being able to lift item weighing up to 50 lbs. to a height of 60 inches.

This job description has been examined for compliance with the Americans with Disabilities Act (ADA) and the Fair Labor Standards Act (FSLA) (May 1995)