

JOB DESCRIPTION

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

ORIGIN DATE: JAN 2004
REVISION DATE: AUG 2018
DEPARTMENT NO: 10-63/64
JOB NO:
JOB ZONE: 4.0 to < 6.0

- 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. Our employees will pledge to diligently perform their jobs, yet be sensitive to the diversity of needs of those being served, this is to include all Lyon County staff members, and be free from prejudice and bias, also to include all Lyon County staff members.

The roles, responsibilities, job functions, knowledge, skills and abilities set forth herein may be revised from time-to-time in order to comply with federal and state laws, departmental needs and the changing requirements for this position.

II. PRIMARY DUTIES:

- a. Regular, reliable attendance at the work site. Reliable and dependable in performing job-related tasks, finishing assigned projects, meeting deadlines and appointments etc.
- b. Responsible for answering incoming transportation calls and responding to transit related needs.
- c. Develop passenger schedules for buses and routes. Communicate with bus drivers on passenger pickups and deliveries.
- d. Gather public transit daily, weekly and monthly reporting data, accurately.
- e. Handle monthly bus pass fare sales and customer service information and Billing
- f. Attend training, conferences, and meetings as required or requested by Transportation Manager.
- g. Uses appropriate computer technology to coordinate transportation and related reports.
- h. Advises Transportation Manager of staff development needs.
- i. Organize transit records in an efficient manner, and keep organized and available for public inspection at any time.
- j. 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.
- k. Other duties as assigned by the Transportation Manager.
- l. Duty to maintain a positive work atmosphere by acting and communicating in a manner so that employees get along with customers, citizens, coworkers and management.
- m. Being pleasant, respectful and civil with others on the job and displaying a good-natured, cooperative attitude.
- n. Maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.
- o. Obligation to be reliable, responsible, dependable, and fulfill duties.
- p. Must show up for work on a regular and predictable basis as scheduled.

III. INTERMITTENT DUTIES:

- a. Occasional driving of LCAT Van maybe necessary.

- b. Assist other office personnel as needed

IV. QUALIFICATIONS:

- a. Must have a valid Class C driver's license. A current Commercial Kansas driver license with passenger endorsement is desirable but not necessary.
- b. EDUCATION: High School diploma, G.E.D. or equivalent required.
- c. EXPERIENCE: One year of dispatch and/or clerical experience with buses and/or taxis are helpful. Prior bus driving experience is desirable.
- d. 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.
- e. SKILLS:
 - i. Must be able to operate a computer, typewriter, telephone, copier, fax machine and intercom system.
 - ii. Knowledge of Microsoft, Word, Excel, and Internet required.
 - iii. Problem Solving: Frequent problem solving exists in this position.
 - iv. Moderate decision making exists in this position.
 - v. Interpersonal: Frequent contact with the general public including the elderly and disabled. Must be courteous and friendly.
- f. WORKING CONDITIONS: At times there may be a need to be outdoors in inclement weather to check buses or drivers.
- g. 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 40 lbs. to a height of 36 inches. Requires being able to pass a physical exam, work screen and associated drug and alcohol screening in accordance with federal, state and or local law.
 - i. **Employees hired after August 2018:** Lyon County/City of Emporia (Company) understands that a job analysis is being completed in compliance with the American's with Disabilities Act (ADA). One of the outcomes of the job analysis is the determination of one or more job specific tests that will either qualify or disqualify the post-offer or post-employment (fit for duty) candidate for the position. For the Classification Series of LYON COUNTY/CITY OF EMPORIA: OFFICE PERSONNEL: **The Company representative hereby acknowledges the following as valid physical requirements:**
 - 1. Employee lifts/carries 50 pounds occasionally (less than 33% of the time or 1-100 times per day).
 - 2. Employee lifts/carries 25 pounds frequently (34%-66% of the time or 100-500 times per day).
 - 3. Employee lifts/carries 10 pounds constantly (67%-100% of the time or over 500 times per day).
 - 4. Employee's position requires pushing a maximum force of 5 pounds.
 - 5. Employee's position requires pulling a maximum force of 5 pounds.
 - ii. **SAFE LIFTING CRITERIA:**
 - 1. **Floor to knuckle:** 45 lbs.
 - 2. **12" to knuckle:** 45lbs.
 - 3. **Knuckle to shoulder:** 22.5 lbs.
 - 4. **Shoulder to overhead:** 22.5 lbs.
 - 5. **Carry:** 45 lbs.
 - 6. **Push:** N/A

7. Pull: N/A

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

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

By Signing below, I am certifying that I have read and understand the job description. I also attest that there is nothing in this Job Description that precludes me from performing any of the aforementioned duties with or without reasonable accommodation.

Signature _____

Date _____

Printed Name _____

Lyon County Representative Signature _____