

JOB DESCRIPTION

POSITION: **TRANSPORTATION DISPATCHER**

LOCATION: BISHOP

DEFINITION: Under the supervision of the Operations Supervisor, to coordinate the daily operation of ESTA's Regional, town to town routes and demand response public transportation services, provided the public with route information, perform general clerical/receptionist duties and operate a public transit vehicle.

ESSENTIAL FUNCTIONS include, but are not limited to the following:

- Receive and transmit radio and telephone communications for the public transportation services
- Receive requests for rides and schedule rides appropriately within the availability of the public transit operation,
- Communicate instructions to the appropriate driver using dispatching software, text, phone and two-way radio.
- Answer centralized phone center for all ESTA operated public transportation services and provide information on all bus services.
- Complete and maintain log of bus schedules and maintain daily log of all calls.
- Prepare driver manifests and monitor work schedules of area drivers;
- Perform clerical work as assigned, including basic computer data entry.
- Assist in maintaining statistical transit data.
- Maintain confidentiality in all client and employee matters.
- Perform other duties as assigned by Operations Supervisor.

Knowledge of: Basic principles and practices of general office procedures and equipment; Basic mathematical concepts; Personal computers and commonly used software for word processing and internet access; Knowledge of WORD; English usage, grammar punctuation and spelling.

Ability To: Operate a personal computer and utilize related software; operate a multi-line phone system, text and two-way radio; Work well under pressure and time schedules in an organized and accurate manner, effectively performing a high volume of work amid interruptions, projecting a calm and helpful demeanor at all times; maintain good communication skills including vocabulary, spelling, grammar, and basic math; understand and carry out oral and written directives; communicate with public for comments/complaints regarding transportation services and transmit this information to the appropriate management; maintain positive relationships and communications with clients and employees; maintain good basic radio, telephone, and dispatching skills and techniques; comply with all rules and regulations of the Eastern Sierra Transit Authority, Dept. of Motor Vehicles, California Highway Patrol, State & Federal regulations.

Experience/Education/Training:

- Equivalent to completion of the 12th grade.
- Equivalent to two years of experience in an office setting

License/Certification: Must possess or obtain and maintain a valid Class C or higher Driver's License.

Special Requirements: Must successfully complete a background investigation and physical examination, including drug screen prior to employment. This position is subject to drug & alcohol requirements pursuant to Federal law.

Physical Requirements: Must maintain the physical condition necessary to: 1) perform tasks in an office setting and operate standard office machinery, 2) grasp, lift hold and manipulate under 20lb items occasionally.