



JOB DESCRIPTION

POSITION: **TRANSPORTATION DISPATCHER**

LOCATION: MAMMOTH LAKES

SALARY: Range 30 \$15.39 to \$18.71 per hour
\$16.50 TO \$19.82 (proposed)

DEFINITION: Under the supervision of the Operations Supervisor, to coordinate the daily operation of ESTA's transit operation in the Mammoth Lakes Area, providing the public with route information, performing general clerical/receptionist duties and operating a public transit vehicle as needed. Each Mammoth Lakes Dispatcher will be assigned an area of specialization (currently driver shift scheduling or driver training administration).

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, as needed,
- Communicate instructions to the appropriate drivers using two-way radio.
- Provide information on all ESTA bus services to public.
- Provide on-site loading assistance to passengers during peak operation hours
- Complete and maintain log of daily bus operations.
- Prepare driver manifests and monitor work schedules of area drivers;
- Perform clerical work as assigned, including data entry.
- Assist in maintaining statistical transit data.
- Maintain confidentiality in all client and employee matters.
- Operates transit bus in a safe manner consistent with applicable laws, monitors passenger behavior and maintains safe and orderly conditions aboard the vehicle.
- Respond to emergency situations as needed.
- Perform other duties as assigned by Operations Supervisor.
- Assist drivers with bus condition and mechanical concerns
- Respond to driver-passenger interactions as needed.

SCHEDULING SPECIALIZATION include, but are not limited to the following:

- Prepare weekly driver schedules in compliance with ESTA's MOU and payroll policies.
- Respond to requests for modification of driver schedule.

TRAINING SPECIALIZATION include, but are not limited to the following:

- Monitor and Documentation of all training provided and licenses/certificates obtained, and ensure that documentation is placed in appropriate files.
- Assist as directed by the Operations Supervisor with presentation of classroom and or behind the wheel driver training.

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 and EXCEL; English usage, grammar punctuation and spelling; 2-way radio communication protocols.

ABILITY TO: Operate a personal computer and utilize related software; operate a multi-line phone system 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 passengers and employees; maintain good basic radio, telephone, and dispatching skills and techniques; comply with all rules and regulations of the Eastern Sierra Transit Authority, Department of Motor Vehicles, California Highway Patrol, and State & Federal regulations.

EXPERIENCE/EDUCATION/TRAINING:

- Equivalent to completion of the 12th grade (high school graduate).
- Equivalent to two years' experience in an office setting

LICENSE/CERTIFICATION: Must possess or obtain and maintain a valid Class B California Driver's License with passenger endorsement and Airbrake Certification. Must possess or be able to obtain and maintain a General Public Paratransit Vehicle (GPPV) Certificate or School Bus Driver Certificate

SPECIAL REQUIREMENTS: Must successfully complete a DOT and physical examination, including pre-employment and random drug/alcohol testing. This position is subject to drug & alcohol testing requirements pursuant to Federal law.

Must be able to work a varied schedule including weekends, early mornings and evenings.

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 40lb items occasionally, 3) maintain a valid DMV Medical Examiner's Certificate.