



EASTERN SIERRA TRANSIT AUTHORITY

**Dispatcher/Account Clerk
Bishop Office
Non-Benefitted/Part Time
First Review of Applications 9/16/2019**

POSITION: TRANSPORTATION DISPATCHER / ACCOUNT CLERK

LOCATION: BISHOP

SALARY: Range 30 \$16.00 to \$19.32 per hour (hired prior to 12/26/2016)
Range 30 \$16.25 to \$20.25 per hour (hired after 12/26/2016)

DEFINITION: Under the supervision of the Operations Supervisor, to coordinate the daily operation of ESTA's Bishop area demand response public transportation services, and regional town to town routes, and provide the public with route information, perform data management activities and general office duties and operate a public transit vehicle as needed.

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

- Answer centralized phone center for all ESTA operated public transportation services and provide information on all bus services
- Receive and transmit radio and telephone communications for the public transportation services
- Receive requests for demand response rides and schedule rides using a computerized paratransit software system
- Communicate instructions to the appropriate driver using dispatching software and two-way radio
- Complete and maintain log of daily bus operations
- Prepare and review driver manifests and monitor work schedules of area drivers;
- Communicate effectively over the telephone and in person with individuals
- Read and interpret maps
- Knowledge of geography and streets in the service area
- Maintain confidentiality in all client and employee matters

ESSENTIAL ACCOUNT CLERK FUNCTIONS BY SPECIALITY

FARES AND ROUTE DATA MANAGEMENT includes, but are not limited to the following:

- Counts bus fares and prepare bank deposit
- Collect fare from drop boxes in revenue vehicles
- Data management activities including data entry of daily route manifests, data verification, managing data transfers and flows, production of monthly reports and designing ad hoc queries.
- Copying, scanning and filing
- Perform other duties as assigned

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, EXCEL and ACCESS; English usage, grammar punctuation and spelling; conversational Spanish a plus; 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 perform a high volume of work amid interruptions, project 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 the public for comments/complaints regarding transportation services and transmit this information to the appropriate management personnel; maintain positive relationships and communications with passengers and employees; communicate effectively with passengers; maintain effective 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 a valid California Class C Driver's License with satisfactory driving record. May be asked to get a Class B License in the future.

SPECIAL REQUIREMENTS: Must successfully complete a pre-employment physical examination, and successfully complete a pre-employment drug test. This position is subject to ongoing drug & alcohol testing requirements pursuant to Federal law. This position may be required to work evenings and weekends.

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.

