Transit Dispatcher

Department Human Services
Classification Grade 6
Reports to Transit Supervisor
Unit Teamsters Local 320-Human Services
Supervises N/A
FLSA Status Non-exempt

Position Description
Support the public transit program with daily vehicle dispatch using radio, phone and computer equipment. Serve as the main contact for drivers and assist the public with coordinating public services.

Essential Duties and Responsibilities
- Responsible for overseeing daily vehicle dispatch, including primary point of contact for drivers, provide route logistics, site details, and real-time support via dispatch software, radio, and phone communication.
- Schedule public transit appointments, respond to public inquiries, and ensure timely and accurate data entry related to service requests, ridership, mileage, and vehicle maintenance.
- Prepare and present operational reports and analytics to management.
- Coordinate with internal teams and external agencies to support efficient and responsive transit operations.

Qualifications and Knowledge, Skills and Abilities

Minimum qualifications
- High school graduate or equivalent.
- 2 years post-secondary education or work experience or equivalent combination (equate to 2 years).

Knowledge, Skills and Abilities
Knowledge: Area of operation and familiarity with roads and highways. Adhere to all laws, statutes, policies and rules with the essential level of confidentiality and safety required of the position.
Skills: Proficient in using automated systems relevant to the position. Communicate effectively both orally and in writing with all stakeholders relevant to the position. Detail-oriented with strong organizational skills, accuracy, and problem solving.
Abilities: Ability and willingness to work a flexible work schedule. Understand and carry out simple instructions and arithmetic computations. Establish and maintain effective working relationships. Follow established procedures and directives from supervisors.

Preferred Qualifications

- Education and/or work experience with personal computers (Microsoft Word, Excel, Outlook).
- Education and/or work experience in dispatch or communication.

Physical Requirements

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Note (Management Right)

The above position description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department. Regular attendance on the job and the performance of other duties as assigned are required. The County retains the discretion to add or change the contents of this position description at any time.

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