

**ROWAN COUNTY
HUMAN RESOURCES**

JOB DESCRIPTION

Job Title : Transit Dispatcher/Scheduler
Department: Rowan Transit System
Revised : September 2020

Class : Administrative Support
FLSA : Non-exempt

This job description supersedes any prior description for the Transit Dispatcher/Scheduler classification.

GENERAL DESCRIPTION

Performs a variety of transportation scheduling, communications and administrative support work in dispatching vehicles. This position is responsible for coordinating trips and working with passengers and drivers to deliver safe and efficient transportation. The Dispatcher/Scheduler will input data as needed. Work is performed under the supervision of the Transit Operations Manager.

ESSENTIAL JOB FUNCTIONS (Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class.)

Assists the Transit Operations Manager with the daily operations of the Rowan Transit System to ensure Federal and State regulations, grant requirements, and contract obligations are met.

Represents the County to the public in a courteous and professional manner.

Communicates by radio and/or telephone with drivers and clients to coordinate and schedule trips.

Prepares and inputs trip data into the transit computer system.

Develops route schedules from client information received and provides schedules.

Communicates with clients to obtain needed information.

Communicates with various service agencies regarding trip requests.

Receives and disseminates messages to appropriate person(s).

Prepares and maintains reports, files, and records.

Maintains contact with drivers during the day to ensure safety.

Documents mileage readings on manifest and completes other record keeping requirements.

Operates 2-way radios to coordinate trips.

Performs general office assistant work as required.

Assists with maintenance scheduling for vehicles and with maintenance of automated transit dispatch system.

Performs work during emergency/disaster situations.

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Performs related tasks as required.

Management reserves the right to add or amend duties at any time.

KNOWLEDGE, SKILLS, AND ABILITIES

Thorough knowledge of modern office practices, procedures, and technology and skill in operating personal computers and understanding applicable software.

Knowledge and experience of operation similar in size and scope.

Knowledge and experience working in public transportation operations and/or customer service.

Knowledge of applicable safety rules, regulations and standards.

Basic knowledge and understanding of DOT (Department of Transportation), FTA (Federal Transit Administration), FMCSA (Federal Motor Carrier Safety Administration) rules and regulations.

Basic knowledge of vehicle operation, maintenance and repair needs, and safety procedures and techniques.

Strong written and oral communication skills, that include ability to relay clear and professional radio communications.

Ability to remain calm during periods of stress.

Ability to interpret program policies, rules, regulations, and procedures for organizational personnel and the general public

Ability to plan, organize, and review work, work flow, and procedures; ability to analyze problem areas of work and recommend solutions to supervisor.

Ability to establish and maintain effective working relationships with elderly and disabled clients, contracting agencies, fellow employees, and the public.

PHYSICAL REQUIREMENTS

The work in this class is primarily sedentary in nature. Physical requirements include sitting for extended periods of time, walking, bending, stooping, and lifting books and files of approximately 35 lbs or less. Work includes extended periods of time viewing a computer video monitor and operating a keyboard and radio. Work may include operation of a motor vehicle. Employee may be exposed to hazardous materials.

EXPOSURE CONTROL

Work activity does not entail predictable or unpredictable exposure to blood or body fluids.

MINIMUM EXPERIENCE AND TRAINING

Requires graduation from high school. Associate's Degree and some experience in public transportation preferred. A valid driver's license is required.

**This job description does not create an employment contract,
implied or otherwise.**