

## NEICAC Job Description

**Job Title:** Transit Dispatch/Scheduler  
**Department:** Transit  
**Reports To:** Transit Dispatch Manager  
**FLSA Status:** Non-Exempt  
**Prepared By:** Human Resources & Transit Dispatch Manager  
**Prepared Date:** November 2000 – Updates: 11/2000, 3/2005, 3/2010, 5/2014, 9/2015, 2/2016, 2/2018  
**Approved By:** Personnel Committee/Board of Directors  
**Approved Date:** May 2018

### **SUMMARY**

Perform a variety of duties including receiving and communicating information, answering phones, and performing other technical functions in an office setting. The primary goal is to provide information to drivers to ensure that passengers can be picked up in an efficient and timely manner. Responsible for accurate data entry and record keeping related to the Transit Program. This position must perform regular duties at the assigned worksite.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

### AGENCY RELATED

- Must maintain confidentiality at all times
- Must always represent NEICAC in a positive and professional manner
- Must attend training as requested to demonstrate a continued effort to grow professionally
- Adhere to all policies as an employee of Northeast Iowa Community Action Corporation
- Attend required agency-wide trainings
- Must travel occasionally within and out of service area
- Establish a collaborative and communicative relationship with fellow staff
- Must be punctual and dependable in completing assignments, meeting report deadlines; daily attendance is essential

### PROGRAM SPECIFIC

- Provide a variety of public transportation information to passengers, the general public and other public agencies and respond to public inquiries and requests for service in a courteous manner
- Use available resources to ensure adequate travel times are scheduled for all trips
- Notify the proper personnel of vehicle breakdowns or accidents and manage affected trips
- Assist drivers with requested needs (example: travel directions, additional mapping, phone calls, etc.) to help them improve customer service and on-time performance
- Prepare a variety of correspondence, reports and documents as assigned; complete various forms
- Adapt to changing technologies and learn functionality of new equipment and systems
- Maintain efficient filing system
- Assist in training new and/or cross-training current co-workers as needed
- Cross-train in verification/billing as directed, to be able to assist when necessary
- Keep Dispatch Manager apprised of all matters affecting the transit department
- Maintain knowledge/proficiency of the service area & current routes/services offered
- Maintain knowledge/proficiency of scheduling/dispatch software
- Be empathetic & cognizant of the needs of all customers
- Be able to work flexible hours and days and be punctual & dependable for shifts assigned
- Strive to provide the highest level of customer service possible within the operating guidelines of Transit

### **While in the Dispatch Role:**

- Answer incoming phone calls using proper phone etiquette with emphasis on positive customer service
- Answer voicemail messages within a timely manner
- Schedule trip reservations, ensuring all trip data is accurate
- Schedule and dispatch same day trip requests/changes
- Monitor computerized daily manifests/schedules of transit service; modify and update schedules to improve services
- Assist in sorting/processing all incoming/outgoing mail
- Sort & process all incoming driver paperwork: check for completeness & accuracy
- Monitor and answer or complete emails in a timely manner
- Keep driver paper supplies/forms stocked

### **While in the Scheduling Role:**

- Schedule and coordinate complex vehicle routes and passenger trips in the most efficient manner possible
- Provide all necessary trip/schedule information to drivers in a timely manner
- Responsible for disbursement of daily schedules to all service areas & drivers
- Ensure proper vehicle assignments based on capacity & travel requirements
- Work with maintenance personnel to coordinate vehicle rotations to meet vehicle repair/maintenance requirements

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **EDUCATION and/or EXPERIENCE**

High school diploma or GED equivalent with two years functioning in a related position required. Demonstrated attention to detail, multitasking skills, communication and customer service skills also required. Computer skills, including inputting data, typing and Microsoft Excel and Access programs highly desirable. Must be able to type at a speed necessary for successful job performance.

## **LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Must be able to communicate clearly, concisely and courteously with other employees and clients (specifically through telephone) with a professional voice and attitude.

## **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

## **REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**CERTIFICATES, LICENSES, REGISTRATIONS**

Must obtain certifications as required by Transit. Must also have valid driver’s license and carry NEICAC levels of automobile insurance. Must satisfactorily complete a Criminal Records Check and be bondable.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand. The employee is occasionally required to walk; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 45 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. There will also be extensive use of a computer keyboard.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

*The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Principal accountabilities are intended to describe those functions that are essential to the performance of this job, and "other" accountabilities include those that are considered incidental or secondary to the overall purpose of this job.*

*This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.*

**EMPLOYEE SIGNATURE**

I have read and understand all of the above. I have reviewed the principal accountabilities for which I am responsible, as well as the minimum requirements of this position, with my supervisor. I understand that this document does not create an employment contract and that I am employed by **Northeast Iowa Community Action Corporation** on an "at will" basis.

Signature \_\_\_\_\_ Date \_\_\_\_\_  
Employee

Print Name \_\_\_\_\_