

# Transit Assistant – Dispatcher

## Job Description

**Direct Supervisor:** Transit Coordinator

**Date:** July 2021

**FLSA Status:** Non-Exempt

**Safety Sensitive Position**

**Work Location:** In Office

**Job Purpose:** This is a support staff position for the Transit Department. Primary responsibility is to answer Transit Department phones and/or radios in a friendly efficient manner and then relay information to appropriate source(s). The position will receive direct supervision from the Transit Coordinator.

### Essential Job Duties:

1. Primary Duties
  - a. Answer phone calls in a friendly, pleasant voice
  - b. Provide callers with information, assistance and/or transfers call to appropriate person
  - c. Dispatch rider information to appropriate drivers
  - d. Relay client trip information to Transit Coordinator and/or record client trip information in appropriate place
  - e. Receive, sort and distribute drivers' paperwork
2. Secondary Duties
  - a. Assist with data entry of information into transit software
  - b. Sort and file driver Client Tracking Sheets
  - c. Sort and file Driver Inspection Sheets, reporting noted repair needs to Maintenance Department
  - d. Assist with updates of Driver Tracking Sheets
  - e. Maintain a supply of driver blank paperwork and mail to drivers when requested
  - f. Assist with the selling and tracking of Taxi Tickets
  - g. Sell and count monthly taxi tickets
3. Maintain positive working relationship with staff, callers, and walk-in clients
4. Perform additional duties as assigned by Transit Director and/or Executive Director

### Knowledge, Skills, and Abilities Required

- Excellent customer service skills
- Proficient with the use of computers and knowledge of Microsoft Word, Excel and Outlook
- Ability to learn other software (such as Route Match transit software)
- Good oral and written communication skills
- Good time management skills
- Ability to maintain confidentiality of SWIPCO/SWITA and member governments
- Ability to follow HIPPA rules and regulations
- Ability to proficiently operate a variety of office equipment
- Ability to type accurately
- Ability to follow instructions
- Ability to conduct business in a professional manner
- Must have the ability to safely exert 20 pounds of force occasionally, and/or up to 10 of force frequently. Requires walking or standing to a significant degree; or requires sitting most of the time but entails pushing and/or pulling of arm or leg controls (PCP Test Level 2).

### Minimum Education and/Physical Requirements

- High School Diploma or equivalent
- Minimum 1 year experience in an office setting
- Must take a post offer Physical Capacity Profile and achieve a minimum of a Level 2. Re-testing will occur at least every 5 years or as required by the SWIPCO return to work policy following an absence due to sickness or injury.

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*\*\*\*This position's work station is designated as "In Office" on SWIPCO's telework eligibility metric. This means that most normal working days will either be in the SWIPCO offices or in the field working on projects. Working remotely is possible on an as needed, ad-hoc basis but will not be the primary work station.\*\*\**

Note: The above statements are intended to describe the general nature and level of work being performed by people assigned to this job position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel in employed in this position. SWIPCO/SWITA reserves the right to revise the functions and duties of the position, or require additional or different tasks be performed when circumstances change.

I have read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employer's Signature

\_\_\_\_\_  
Date