

TRANSIT DISPATCHER

NATURE OF WORK

This is responsible technical and complex work receiving and dispatching calls on an assigned shift.

Work involves utilizing various technologies used by the Transit Dispatch Center to receive and dispatch calls for transit personnel. Work also involves utilizing Automatic Vehicle Location (AVL) software, bus camera software, paratransit scheduling software and fixed route software. An employee in this class exercises judgment following well established procedures. Supervision is received from an administrative superior with work being reviewed in the form of reports, conferences and effectiveness of services provided.

EXAMPLES OF WORK PERFORMED

Verifies all work is filled on a daily basis; implements and adjusts the daily schedules that were developed; updates extra board work as needed and logs daily activities.

Receives calls for service from the public, city personnel and other agencies; prioritizes the calls and schedules customers appropriately; responds to citizen's questions, inquiries and complaints.

Dispatches transit operators, field supervisors, maintenance personnel or other units as required; notifies key StarTran personnel depending on the severity of the situation.

Maintains contact with personnel responding to calls; relays information, answers questions and assists operators; utilizes the AVL system to monitor bus movements and on time performance; responds to email notifications regarding the mechanical status of busses including bus charging levels.

Keeps updated on road conditions, detours and weather information; informs appropriate personnel of conditions.

Conducts yard checks on a daily basis.

Assists during emergency activities including evacuations.

Trains new employees utilizing standard operating procedures.

Performs related work as required.

DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of the principles and practices of radio communications.

Knowledge utilizing computer equipment and phones.

Knowledge of the names and locations of principal streets and buildings.

Knowledge of transit buses, routes and stop locations.

Knowledge of StarTran policies and procedures.

Ability to obtain accurate and complete information from callers.

Ability to speak clearly and concisely in a well modulated voice and to use good diction.

Ability to understand and follow moderately complex oral and written instructions and procedures.

Ability to establish and maintain effective working relationships with public safety officials, co-workers and the general public.

Skill in transit technologies.

MINIMUM QUALIFICATIONS

Graduation from high school or equivalent and one year of experience in a transit system; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

NECESSARY SPECIAL REQUIREMENT

When operating equipment that falls under the Nebraska Commercial Driver's License (CDL) status, the employee is required to possess and maintain the proper license and endorsement.

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