

**JOB DESCRIPTION**  
**Part-Time Transit Dispatcher**  
**McCurtain County**

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| 1. Little Dixie C.A.A  | 2. Program: Transit   |
| 3. Reports To: Transit Director  | 4. Title: Dispatcher  |
| 5. Grade: Three  | 6. Date: June 3, 2016 |
| 7. Approved By: Rebecca Reynolds  | 8. Status: Non-Exempt |

**JOB SUMMARY:**

Performs transit program dispatcher functions, including telephone calls, dispatching drivers on two way radio to pick up customers, scheduling drivers for Sooner Ride trips, and when needed, assists transit clerk with reports. As required, shall operate a transit vehicle transporting passengers following established policies, practices and procedures in the accomplishment of the assigned duties. Federal law requires that all persons in this position be subject to drug and alcohol testing, background and driving record checks.

**DUTIES AND RESPONSIBILITIES:**

1. Performs and maintains telephone call log of customer requests for transportation services and dispatches information to drivers by two-way radio communications in accordance with FCC rules.
2. Handles customer requests in a timely, courteous and professional manner keeping and maintaining good public relations.
3. Assists transit clerk in the collection of trip data and statistics for transit routes and vehicles.
4. Schedules and confirms Sooner Ride trips.
5. When required, operates transit vehicles according to the responsibilities of the driver position.
6. Manage fare intake and card sales and record in receipt book.
7. Check trip logs for accuracy.
8. Cross check fuel receipts and prepare for filing.
9. Such other duties as may be assigned.

**SUPERVISORY RELATIONSHIP:**

The Dispatcher works under the supervision of the Transit Clerk or Operations Manager and exercises no supervision over other employees without authorization from Transit Clerk, Operations Manager or Transit Director.

### **QUALIFICATIONS:**

1. Standard high school diploma or GED.
2. General knowledge of spelling, punctuation, grammar, basic arithmetic and office procedures/practices.
3. Skill in following simple, non-complex oral and written communications.
4. Ability to establish and maintain effective working relationships with others in the office setting, in the field and with the public.
5. Basic skill in operating most standard office equipment with reasonable speed and accuracy including a two-way radio.
6. Aptitude to assimilate input and from it determine and develop course of action as may be appropriate.
7. Demonstrate knowledge of public transit vehicle driving and ability to deal positively and effectively with the public.
8. A current and applicable driver's license and good driving record.
9. Be bondable
10. Be able to pass a physical and pre-employment drug test.
11. Abstinence from drug and alcohol use.
12. CPR/First Aid Training and Certification within first 60 days of employment.

### **MENTAL AND PHYSICAL DEMANDS/ENVIRONMENTAL FACTORS:**

1. Constantly must be able to sit/stand in a stationary position 50% of the time.
2. Frequently must be able to move about inside the office to access file cabinets, office machinery, etc.
3. Frequently must operate a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer.
4. Frequently must communicate with staff and others who have inquiries about the program. Must be able to exchange accurate information in these situations.
5. Occasionally must move/carry items weighing up to 40 pounds.
6. Frequently must ascend/descend steps in and out of vehicles.
7. Frequently must visually detect highway signs and interact with traffic while operating a vehicle.
8. Occasionally must position self to assist passengers in and out of vehicles.

I have read and understand the job description listed above. My questions have been answered. I am fully qualified for this position and can perform the duties as described. I understand that this is not an exhaustive list of all my duties and responsibilities. I understand that Management (and no other) reserves the right to revise this job description as deemed necessary.

Little Dixie Community Action Agency, Inc. is an Equal Opportunity provider and employer. The functions, qualifications, requirements, and physical demands listed in this job description represent the essential functions of the job, which the employee must be able to perform either with or without reasonable accommodation. As an equal opportunity provider and employer, LDCAA will make reasonable accommodations to enable individuals with disabilities to perform

**their job duties/functions. The listed job functions, duties and responsibilities do not necessarily include all activities that the employee may perform. Nothing herein restricts management's right to assign or reassign duties and responsibilities to this job at any time. This position is non-exempt from the provisions of the Fair Labor Standards Act as amended in 1974.**

**I certify that I understand and accept the responsibilities and duties of this position.**

\_\_\_\_\_  
**Employee Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Employee Name (Printed)**