

CITY OF PULLMAN, WASHINGTON

CLASS SPECIFICATION

TRANSIT DISPATCHER

4107

GENERAL PURPOSE: This position is responsible for day-to-day administrative duties of the City's public transit system. The transit system provides safe, efficient, and accessible transportation to the Pullman community.

CLASSIFICATION SUMMARY: The Transit Dispatcher oversees and monitors the daily activities of the on-road operations portion of the system. Opens and closes the system, ensures adequate drivers are available for work, and schedules replacement drivers and bus washers when needed, and coordinates vehicle cleaning and maintenance. May act as Customer Service Supervisor in his/her absence. This position reports to the Customer Service Supervisor who assigns specific tasks and responsibilities.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:

Responsible for the daily start-up and shut-down procedures of the transit system. Coordinates the daily assignments of drivers and vehicles. Ensures vehicles and drivers are available to meet service needs. Assures scheduled drivers arrive on time, leave on time, and are fit for duty. Reports violations of safety rules or operational procedures to the Operations Supervisor or Customer Service Supervisor as applicable for further investigation.

Coordinates vehicle cleaning and fueling with bus washers; ensures drivers inspect vehicles prior to the start of service; reports any irregularities to the Operations Supervisor. Documents reports of needed repairs or damage to vehicles, and reports these to Operations Supervisor, and/or Senior Bus Washer

Monitors two-way radio; sends and receives messages; authorizes route changes to drivers in cases of inclement weather, unsafe operating conditions, road construction or other unique situations affecting delivery of services. Contacts police, fire and ambulance in emergency situations. Provides for replacement vehicles or drivers when needed due to accidents, breakdowns, or other unforeseen emergencies, May answer questions regarding the Dial-A-Ride service in the absence of a Customer Service Representative or Customer Service Supervisor.

May investigate accidents and report findings to Training/Safety Officer. May assist Operations Supervisor and Customer Service Supervisor in the evaluations of drivers, bus washers, and customer service representatives.

Makes "post-accident" or "reasonable suspicion" determination for drug and alcohol testing and transports employee to collection site, in the absence of the Operations Supervisor, trainer, Customer Service Supervisor, or Transit Manager.

Coordinates special events such as football game-day service, 4th of July service, City Tour, etc.

Drives buses or vans when needed; answers telephone and provides information to the public on the fixed route and Dial-A-Ride services; may schedule Dial-A-Ride rides in the absence of a Customer Service Representative or the Customer Service Supervisor; performs a variety of office tasks to assist in transit operations including writing news releases, general correspondence, tracking systems fixed assets, reporting vehicle usage, system ridership, schedules drivers, processes system's lost and found. May assist the Transit Manager in collecting transit fares.

Attends work on a regular and dependable basis.

Interacts in a professional and respectful manner with city staff and the public.

OTHER JOB FUNCTIONS:

Perform other tasks as assigned.

SELECTION FACTORS:

(Applicants will be asked to describe their previous experience and training for each of the following selection factors. These factors will be the basis for selecting the most qualified applicants to be interviewed. Candidates selected for employment must satisfactorily demonstrate possession of these factors during a prescribed probationary period, and afterwards, for continued employment.)

Knowledge of:

- < Current policies and operational procedures of the transit division.
- < Office-related work and/or the ability to learn office-related tasks.

Ability to:

- < Establish and maintain effective working relationships with supervisors, co-workers, and the public at large.
- < Safely operate transit buses and vans.
- < Effectively schedule, assign, and coordinate the work of operators and bus washers.
- < Attend work on a regular and dependable basis.
- < Operate a two-way radio and remain calm in emergency situations.
- < Acquire and maintain a valid CDL, Class B, with Passenger Endorsement, and NO Airbrake Restriction.
- < Work varying hours (i.e. 6:30 a.m. to 3:00 a.m. and on Saturdays) and perform the essential functions of the job.

MINIMUM QUALIFICATIONS:

(Persons applying for a position of this class should have any combination of the following experience and training.)

One year of demonstrated experience driving transit buses and/or paratransit vans in a public transit system with a clean driving record and six months of clerical experience. CDL, Class B, with Passenger Endorsement, and NO Airbrake Restriction. Demonstrated public relations skills: Excellent attendance record.

TOOLS AND EQUIPMENT USED:

(For a detailed list of tools and equipment used, please refer to a current position description.)

Paratransit van, bus, or car. Fuel pumps; wheelchair lifts; power washer and hand tools used in the maintenance of system's vehicles; phone; IBM-compatible computers and software; copy machine; fax machine, two-way radio.

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 the job, the employee primarily works in an office environment. The employee occasionally performs the duties of a transit driver and is occasionally required to sit for extended periods of time. The employee occasionally works in outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions, toxic or caustic chemicals. The employee must occasionally lift and/or move up to 50 pounds.

This is a safety-sensitive position and is subject to random drug and alcohol testing as a condition of employment.

The noise level in the work environment is usually quiet while in the office, or moderately loud when in the field.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

FLSA Classification: Non-Exempt

Adopted: Revised: