



Greater New Haven Transit District

840 Sherman Avenue, Hamden, CT 06514

Position Title: Dispatcher
FLSA Status: Non-Exempt
Department: Dispatch
Hours : Mon. – Wed. 4:30am-1:30pm; Thur. – Fri. 7am -4pm
Evaluations: Generally six months from date in position and annually thereafter
Date Revised: March 9, 2018

General Function:

Assures all routes are filled as assigned, bus operators are provided timely instructions and responses to requests for operational information throughout the day. Provides timely responses to customer and team inquiries.

Accountability:

This position reports directly to the Business Systems Supervisor of the Call Center/Dispatch and does not supervise any staff.

Responsibilities:

1. Monitoring Automatic Vehicle Location (AVL) to ensure all routes are operating and on time.
2. Scheduling and dispatching drivers to various locations and provides geographic directions.
3. Communicating with drivers daily via two-way radio and telephone.
4. Verifying transit fares, cashing drivers out at the end of their shifts and submitting daily deposits.
5. Preparing reports on activities occurring during shift and reply/respond to all e-mails and telephone requests each day as required.
6. Must be able to communicate courteously and effectively both orally and in writing. Must maintain advanced computer skills, particularly utilizing google maps and MapQuest.
7. Assisting customers on the phone in a professional manner and rescheduling trips for clients that missed a previous trip. Assure compliance with all applicable federal, state and local rules and regulations and all applicable GNHTD policies and procedures.
8. Must maintain a respectful working relationship with all GNHTD employees and treat all employees, vendors, customers in a professional manner.
9. Ability to maintain composure in handling emergencies and other unexpected situations.

10. Perform other duties as assigned by the Business Systems Supervisor.

Requirements:

- To perform this job successfully an individual must be able to perform each essential duty satisfactorily.
- Possess effective interpersonal skills.
- Ability to remain calm while addressing emergency situations.
- Be able to communicate professionally with people at all levels of the organization and external contacts.
- Ability to make solid decisions.
- Must be flexible with shift and departmental needs.
- Personal computer skills; as it relates to google maps, directions.
- Two (2) years of Dispatch experience or three (3) year of Customer Service in the Transportation field, or any equivalent combination of experience and training which provides a demonstrated potential for performing the duties of this position.
- Must have effective written and oral communication skills.

Other Duties:

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this position. This position may be required to perform job related tasks other than those specifically presented in this description. The description is not a contract or guarantee of any kind, can be changed or eliminated at any time and does not alter the at-will status of all non-contractual employees.

Physical Demands and Work Environment:

The physical demands of this position are those that must be met by an employee to successfully perform the essential functions of the job with or without reasonable accommodations. While performing the functions of this job, the employee is frequently required to sit, stand, speak and hear.

The environment is one of a quiet office setting.

Safety

Responsible for contributing to a safe and secure work environment. Is cognizant of surroundings and acts in a safe manner at all times. Is knowledgeable of and adheres to OSHA, GNHTD and other safety standards, directives and advisories, both written and verbal. Uses safety equipment and protective clothing as appropriate and necessary. Maintains good housekeeping habits in work area to avoid injury to self or others. Immediately reports to supervisor or risk manager any safety or security issue, and makes recommendations for improvement. Observes building access restrictions and locks doors when not present. Knows the nearest two safety exits and participates in safety drills.

Other Requirements:

N/A

GNHTD is an equal opportunity employer. All applicants will be considered regardless of race, color, religion, sex, national origin, age, marital, or veteran status: disability, genetic status, or any other legally protected status.

Acknowledgement:

I, _____ have read and fully understand the above job. I will perform the duties to the best of my knowledge and ability and will ask my supervisor to clarify anything I do not understand.

Employee Signature

Date

Employee Name (Print)

Supervisor Signature

Date

Supervisor Name (Print)