

**POSITION DESCRIPTION  
FOR  
RAINBOW RIDER TRANSIT**

JOB TITLE: Dispatcher	REPORTS TO: Dispatch Manager
FLSA STATUS: Non-exempt	POSITION SUPERVISES: N/A
HOURS WORKED: Generally 40 per week unless otherwise agreed upon by Employer	APPROVED BY: Transit Board 04/12/2018

**PART I – JOB SUMMARY**

The purpose of this position is to provide safe, customer service-oriented transportation to all passengers of Rainbow Rider. Dispatchers are responsible to respond to all transportation requests and to implement those requests that match Rainbow Rider service offerings according to system policies and procedures.

**PART II – JOB SPECIFICATIONS**

EDUCATION/EXPERIENCE: High school diploma or GED. Transit experience preferred

LICENSE: Valid Class B CDL with passenger endorsement (or be able to obtain).

CONTINUING EDUCATION: Must attend continuing education courses as appropriate.

JOB KNOWLEDGE & SKILLS: Knowledge of all federal, state, and local laws related to the operation of transit vehicles. Knowledge of the communities in the service area as well as familiarity with the major roads, retail and medical destinations in the region. Ability to communicate effectively orally and in written form. Telephone and two-way radio technical skills. Thorough knowledge of traffic laws and defensive driving. Skill in operation of bus/van, hand tools used in the maintenance of transportation vehicle, tablet, cellphone with Bluetooth device. Skill in First Aid. Ability to establish and maintain effective relationships with employees, supervisors and the general public.

PERSONAL COMPUTER (PC) AND EQUIPMENT COMPETENCIES: Knowledge of basic computer functions, including word processing. Willingness to learn additional software as needed for the position.

LANGUAGE COMPETENCIES: Ability to read, write and clearly speak the English language. Ability to understand and speak the Spanish language preferred.

EMPLOYMENT VARIABLES: Typical schedule is 40 hours per week unless agreed upon by the Employer. Additional hours beyond 40 per week may be required depending upon workload demands.

CRIMINAL BACKGROUND CHECK: Pre-employment and annual criminal background checks will be conducted. Position is subject to pre-employment, random and reasonable suspicion drug and alcohol testing.

**PART III – ESSENTIAL FUNCTIONS OF JOB**

Possess superior telephone skills including the ability to answer, transfer and place calls on hold.

Communicate clearly, effectively and completely in a way that makes passengers feel valued and appreciated.

Take control of situations in order to serve the needs of the passengers, contract holders, drivers and volunteer drivers.

Possess two-way radio technical skills.

Be able to work competently, efficiently and without complaint while maintaining excellent customer service when under pressure and in stressful situations.

Demonstrate knowledge of streets, highways, retail centers, medical clinics/hospitals, cities, towns and counties in the Rainbow Rider service area.

Demonstrate familiarity with other highways, towns/cities, and counties in Minnesota and South Dakota.

Demonstrate the ability to read a map.

Thorough knowledge of the Rainbow Rider program including the services, routes, schedules, fare structures and other relevant information for customers.

Knowledge of computers sufficient to do simple word processing including keyboarding, formatting, typing, saving, printing letters and manifests, along with other simple computer functions.

Ability to work well independently and without direct supervision.

Pass training on safety, lift operations, Rainbow Rider operations policy manual and passenger assistance including the special needs of senior citizens, the disabled and children.

Route, schedule and dispatch buses and volunteer Drivers safely, efficiently and cost effectively; maintain accurate trip manifests and records using Route Match Software.

Oversee the Volunteer Driver monthly mileage reimbursement warrants including reconciling monthly log sheets to dispatcher log book, collecting and summarizing passenger information in a database using formulas to compute reports and payment vouchers.

Anticipate the special needs of senior citizens, handicapped persons, children, etc. and, when appropriate, tailor services to meet their needs.

Accurately record Driver hours of work, number of passenger trips, farebox revenue and all other information as needed.

Accurately log all incidents and accidents in the dispatch log and report all information to the Dispatch Manager.

Drive routes as needed.

As directed, attend meetings and training, including those scheduled outside of normal work schedule.

In addition to the functions described above, this position may include other responsibilities and duties as assigned on occasion based upon the needs or requirements of Rainbow Rider.

NOTE: Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

#### **PART IV – WORKING ENVIRONMENT**

**Materials and Equipment Used:** Must be able to operate an automobile to drive to various locations and meeting sites; operation of computers and a variety of office equipment required.

**Travel Requirements:** Travel to various Rainbow Rider Transit locations and throughout the State for various training related activities several times throughout the year.

**Hazardous Exposure Category:** Place an "X" in the appropriate category for the role:

Category 1: Involves an inherent potential for contact with blood, body fluids or tissues. Appropriate protective measures are required for every employee engaged in Category 1 tasks.

Category 2: Involves no exposure to blood, body fluids or tissues in usual work but potential for exposure exists in work environment. Employees performing Category 2 tasks don't need to wear protective equipment but they should be prepared to put on protective equipment on short notice.

Category 3: Involves no exposure to blood, body fluids or tissues although situations can be hypothesized under which anyone, anywhere, might encounter potential exposure to body fluids.

I have read the job description and its attachments and understand the responsibilities.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## **PART V – PHYSICAL / MENTAL REQUIREMENTS**

**Lifting Requirements:** Place an “X” in the appropriate level for the job.

1. \_\_\_ **Sedentary Work:** Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time, but may involve walking or standing for brief periods of time. Roles are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.
2. X **Light Work:** Exerting up to 20 pounds of force occasionally, and/or to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for sedentary work.
3. \_\_\_ **Medium Work:** Exerting 20 to 50 pounds of force occasionally, and/or 10 to 25 pounds of force frequently, and/or greater than negligible up to 10 pounds of force constantly to move objects. Physical demand requirements are in excess of those for light work.
4. \_\_\_ **Heavy Work:** Exerting 50 to 100 pounds of force occasionally, and/or 25 to 50 pounds of force constantly to move objects. Physical demand requirements are in excess of those for medium work.
5. \_\_\_ **Very Heavy Work:** Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects. Physical demand requirements are in excess of those for heavy work.

**Frequency:** Place an “X” in each box that is appropriate to the job. Follow other instructions as written.

<b>NEVER (N)</b>	<b>OCCASIONALLY (O)</b>				<b>FREQUENTLY (F)</b>				<b>CONSTANTLY (C)</b>			
0% or Never on Shift	1-33% of Shift				34-66% of Shift				67 -100% of Shift			
<b>Physical</b>	<b>N</b>	<b>O</b>	<b>F</b>	<b>C</b>	<b>Physical</b>	<b>N</b>	<b>O</b>	<b>F</b>	<b>C</b>			
<b>What is moved + weight and distance</b>					Grasping		X					
Computers, printers and binders		X			Twisting		X					
<b>Describe movement:</b> lift, push, pull lower, carry		X			Repeat Motion			X				
Standing		X			Driving Automotive Equipment		X					
Walking		X			Fingering/Handling			X				
Sitting			X		Feeling		X					
Bending/Stooping		X			Visual Acuity: near			X				
Kneeling/Duration		X			Visual Acuity: far			X				
Squatting		X			Depth Perception		X					
Climbing/Height	X				Color Discrimination			X				
Balancing	X				Peripheral Vision		X					
Crawling/Distance	X				Talking			X				
Reaching above shoulder		X			Hearing			X				
Reaching at or below shoulder		X			Running	X						
<b>Physical Surroundings</b>	<b>N</b>	<b>O</b>	<b>F</b>	<b>C</b>	<b>Environmental Conditions</b>	<b>N</b>	<b>O</b>	<b>F</b>	<b>C</b>			
Cold (50 degrees F or less)		X			Chemicals	X						
Heat (90 degrees F or more)		X			Gases and Fumes	X						
Dampness		X			Dust		X					
Inside Work				X	Radiation	X						
Outside Work		X			Other:							
Unprotected Heights	X				Vibration	X						
Around Moving Machinery		X			Extreme Noise	X						

**Mental Requirements:** Place an “X” by all descriptions that apply to this job.

1. X Exposed to stressful situations. Explanation: Demanding customers, visitors and constituents.
2. X Must be able to concentrate on work tasks amidst distraction. Explanation: Distractions from telephone, customers and co-workers.
3. X Must exert self-control. Explanation: Customers and co-workers may be difficult to deal with. There is an expectation of providing good customer service in difficult situations.