



Dispatcher

Non-Exempt

Part Time

Location: Central Region (Culpeper Va.)

Job Description as of 7.2018

Salary: \$11.00 non-CDL, partial (\$12.95 w/CDL class B, Endorsements P, S & airbrakes)
Hours: Monday – Friday and Saturdays as required. Rotating hours based on schedule needs
Benefits: See Personnel Policies Manual

Responsibilities:

Under the guidance of the Central Region Transit Manager, the Dispatcher will provide support to Virginia Regional Transit and its other associated entities' customers, passengers, and employees. This individual will be responsible to perform multiple concurring functions including scheduling, routing, dispatching, and providing exceptional customer service to all incoming callers. This employee must have a commitment to Virginia Regional Transit's vision, mission, and goals.

Essential Functions:

- Process and direct all incoming phone calls with the highest level of customer service and professionalism
- Greet visitors in a friendly, professional manner and notify the appropriate administrative staff of arrival
- Possess a working knowledge of all routes in the service area
- Operate a multi-line phone system within an Automatic Call Distribution (ACD) system with accuracy
- Schedule and modify reservations in scheduling software for Demand Response and ADA Complimentary Paratransit customers
- Generate and adjust routes for next day service for Demand Response and ADA Complimentary Paratransit routes utilizing the scheduling software while meeting the requirements of the approved funded hours
- Maintain Demand Response and ADA Complimentary Paratransit passenger files
- Communicate professionally via phone and two-way radio to assist all transit operations
- Support supervisors and management regarding bus, operator, and other agency related issues
- Provide Limited English Proficiency (LEP) support in Spanish or utilize an online/phone translator program
- Receive and direct packages and other deliveries to appropriate staff

Secondary Duties:

- Provide or assist with dispatcher training
- Provide general administrative support to administrative and operations personnel as needed
- Potential or capability to drive a non-CDL or CDL bus on occasion
- Perform other work related duties as assigned

Education/Training:

High school education is required with minimum of 3 years' experience as customer service representative, scheduler, and/or dispatcher.

Knowledge, Skills and Ability:

Must be able to operate or learn to operate scheduling and routing software to a level of acceptable proficiency within 30 days of hire. Professional phone etiquette and excellent verbal communication skills required. Must have ability to remain calm in stressful situations and ability to problem-solve. Must have excellent organization skills and the ability to work in a fast paced, multitasking environment. Proficiency in Microsoft Windows, Word, Excel and Outlook required. Must maintain a neat, professional appearance; Business Casual attire is acceptable. Bilingual English/Spanish preferred. CDL or the ability to obtain within 90 days of employment, a minimum of class "B" CDL with "P" and "S" endorsements and ability to operate an air-brake equipped vehicle is required.

Physical Demands/Work Environment:

As a normal function of the job, the employees periodically kneel, push grasp, pull bend, walk for short distances, and climb entrance steps. The employee occasionally works in extreme outside weather conditions. The employee is occasionally exposed to wet and/or humid condition, toxic or caustic chemicals. The employee must occasionally lift and/or move up to 50 pounds. See Essential Physical Functional Requirements for Vehicle Operators for additional physical demands.