



## **Dispatcher**

*Non-Exempt*

Part Time

Location: NOVA

Job Description as of 1.2019

Hours: Monday - Friday, Rotating hours based on schedule needs  
Benefits: Part Time Benefits apply  
Salary: Based upon qualifications

### ***Responsibilities:***

Under the guidance of the 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
- Count fares and prepare deposit
- Prepare reports as assigned or requested, such as mileage, fuel usage, daily passenger counts, on/off study results, etc.
- 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/Paratransit customers
- Generate and adjust routes for next day service for Demand Response and ADA / Paratransit routes utilizing the scheduling software while meeting the requirements of the approved funded hours
- Maintain Demand/Response and ADA / 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
- Maintain Demand/Response procedure manual
- 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
- Serve as a backup vehicle operator as needed
- 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 possess or have the ability to obtain a valid Commercial Driver's License with air brakes, and passenger and school bus endorsements. Must have experience with scheduling and routing software. 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.

***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.