

REGIONAL PUBLIC TRANSPORTATION INC

Job Description



Job Title	Service Coordinator (Dispatcher)
Location	Moscow, Idaho
Level/Grade	2
Reports to	Executive Director

Employment status:	Type of position:	DOT Safety-Sensitive:
<input checked="" type="checkbox"/> Full-time (30+ hours per week)	<input type="checkbox"/> Salary, exempt	<input checked="" type="checkbox"/> Yes
<input checked="" type="checkbox"/> Part-time (Less than 30 hours per week)	<input checked="" type="checkbox"/> Hourly, nonexempt	<input type="checkbox"/> No

GENERAL DESCRIPTION

Under the direct supervision of the Executive Director, provide high quality customer service; receive service requests; develop daily schedules for fixed route and demand response services, personnel and transit vehicles; respond to real time situations in the field; and ensure accuracy of recorded data.

ESSENTIAL JOB FUNCTIONS

- Interact with the public, vendors, and community agencies by providing transit information and assistance. Field telephone calls, emails, customer inquiries, comments and complaints; greet visitors; and provide high quality customer service to individuals having diverse backgrounds. Screen passengers for various program eligibilities. Negotiate, schedule, and route service requests within RPT performance parameters. Collect and count passenger fares. Sell tickets for intercity bus services. Provide referrals to other organizations as necessary. Maintain a professional, courteous, cooperative demeanor with riders, facility representatives and the public under all circumstances.
- Develop, review and refine daily manifests for personnel and transit vehicles in order to provide service and maintenance within established guidelines using a computerized system. Record and communicate last minute changes to drivers, including shift changes, passenger additions and cancellations. Work closely with drivers and other staff for regular improvement of daily scheduling.
- Ensure that trip and route information is documented and recorded properly. Inspect and validate performance records for accuracy, completeness and compliance with established standards. Correct inaccuracies. Ensure required information is collected for Medicaid and other billing purposes. May perform billing procedures.
- Compile daily reports, reconcile intercity service deposits, and analyze performance data. Assist in the development of reports and measurement tools to evaluate service performance, quality, efficiency and effectiveness. Assist in the analysis of service patterns, levels and impacts of subscription riders on the system. Recommend improvements in operations, routing, scheduling, and methods.
- Maintain driver communication. Respond to real time situations, emergencies, conditions or incidents relayed by the driver. Contact emergency services and/or refer on-site staff assistance, as appropriate. Document and resolve situation, or refer to Executive Director, as appropriate. Remove from service any vehicle that does not meet safety, ADA, or and mechanical requirements. Make adjustments for vehicle breakdowns, passenger requested changes, passenger difficulties, or environmental conditions, that impact boarding, alighting, or performance parameters. Advise personnel about traffic problems, such as construction areas, accidents, weather conditions or hazards.
- Perform supervisory drug and alcohol post-accident and reasonable suspicion determinations. Make other fitness-for-duty determinations as needed.

Job Title	Service Coordinator (Dispatcher)
<ul style="list-style-type: none"> ● Monitor hours to prevent driving violations and unnecessary overtime. Alert the Executive Director when imminent. ● Operate office equipment, such as computer, copier, scanner, telephone, and calculator; and safely drive administrative vehicle. Utilize two-way radio in accordance with the Federal Communications Commission’s rules and RPT’s protocols. ● Works in coordination with the Assistant Director and Executive Director. ● Consequences of error are significant and may result in loss of life, injury, financial liability, property loss, or a threat to public health and welfare. ● Perform other duties as assigned. May be cross-trained to perform backup coverage for transit drivers. 	
KNOWLEDGE, SKILLS AND ABILITIES REQUIREMENTS	
<ul style="list-style-type: none"> ● Demonstrated ability to work well under pressure and independently, with minimal supervision and excellent analytical and decision-making judgment; meet deadlines; handle multiple tasks with competing demands; accurately enter data and effectively evaluate, correct and validate detailed information. ● Demonstrated ability to operate a computer to enter data, maintain records, generate reports, perform clerical tasks, apply basic troubleshooting, and learn new software. ● Ability to interact with colleagues and members of the public respectfully at all times. Tactful, patient, professional and courteous interpersonal skills; effective oral and written communication skills; and the ability to work confidentially with discretion required. ● Ability to learn the service area, read a map and assist drivers to navigate based on information contained on the manifest. Knowledge of Latah County helpful. ● Successful completion of a criminal history check; a felony or misdemeanor conviction may disqualify an applicant. ● Pass a pre-employment drug test and ongoing drug and alcohol testing is required. ● High school diploma or equivalent. Any combination equivalent to four (4) years of college-level coursework in administration or related field, or responsible experience in a similar position. Ability to comprehend, develop and make adjustments to daily manifests. Ability to type approximately 30 words per minute. ● Ability to drive for administrative purposes. Must be twenty-one (21) years of age with a minimum of five (5) years licensed driving, no moving violations or at-fault accidents in the past three (3) years, and no serious driving violations. 	
LICENSES AND CERTIFICATIONS	
<ul style="list-style-type: none"> ● Valid Class D Standard Driver’s License Preferred ● Defensive Driving (Training arranged by RPT) 	
WORKING CONDITIONS	
<ul style="list-style-type: none"> ● Environmental Factors—Duties are primarily performed indoors in an office environment with constant interruptions and moderate noise, with occasional driving to perform errands such as picking up mail or purchasing supplies. ● Physical Factors— Generally light physical effort is required to perform job functions and requires continuous sitting and using a computer keyboard, mouse and monitor for extended periods of time. Frequent speaking, listening, multiline telephone and two-way radio use; standing; walking; reaching overhead, above the shoulders and horizontally. Lifting and carrying objects weighing up to 30 pounds. Infrequent bending/stooping, kneeling, and maneuvering of packages or luggage weighing up to 75 pounds onto a scale for measuring. ● Work Situation Factors—Variable work hours. May include extended hours, overtime, and emergency fill in. Regular contact with customers, community agencies and vendors. Represents RPT to the community and public in a positive and professional manner. 	