# SACRAMENTO REGIONAL TRANSIT
## Job Description
## Community Bus Services (CBS) Dispatcher/Supervisor

FLSA Status:    Non-exempt                                      Authorized:    06/05
Grade: Hourly, per RT-AFSCME                                    Bd Revised:    11/05

## I.    Job Summary

This classification is primarily responsible for performing many of the tasks in the following areas: Radio Dispatch; Telephone Requests for Route Deviation; Data Entry into Scheduling Software; Customer Service; Supervisory Responsibility over CBS Operators and In-Service Vehicles; CBS Data Collection and Tracking. Work mainly involves having primary responsibility for full-time supervision of CBS Operators and in-service vehicles, including controlling routes via radio, taking telephone requests for route-deviations, hiring/firing, corrective action, and completing and conducting performance evaluations.

## II.    Supervision

Supervision Received: This class works under direction, receiving general instructions regarding the scope and approach to projects or assignments, but procedures and techniques are left to the discretion of the employee.

Supervision Exercised: This class provides direct and/or indirect supervision to lower level personnel.

## III.    Essential Functions

A. Radio Dispatch
Duties may include:
> Coordinate and supervise Operators via two-way radio and Mobile Data Computer (MDC).  Supervision and direction of activities may include detouring and deviating vehicles from normal routes, coordinating incidents and accidents with Transportation Supervisors in the field, relaying messages and transfer requests, ensuring on-time performance. Other duties as assigned.

B. Telephone Requests for Route Deviation
Duties may include:
> Take customer requests over the telephone for route deviations.  Analyze whether request falls within CBS guidelines.  Communicate with customer as to whether request can be granted or not.  Provide customer with any available options.  Enter valid requests into Flex-route scheduling software. Other duties as assigned.

C. Data Entry into Scheduling Software
Duties may include:
> Enter deviation requests into Flex-route scheduling software.  Interact with system to ensure deviation is acceptable.  Ensure that deviation request is communicated via MDC or radio to Operator.  Other duties as assigned.

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D. Customer Service
Duties may include:
> Intake of customers' questions, concerns, and or complaints over the telephone. Advise customer of the status within established time frames. Escalate conflict to CBS Administrator when necessary. Other duties as assigned.

E. Supervisory Responsibility over CBS Operators and In-Service Vehicles
Duties may include:
> Oversee and record Operators' sign-on and sign-off times. Track all paperwork to be completed and turned in, including, but not limited to, time sheets, vacation requests, accident/incident reports, courtesy cards, transfer books, and passenger counts. Counsel Operators and apply lower-level discipline according to Departmental procedure and negotiated labor agreement. Recommend higher-level discipline to management. Coordinate vehicle services with Bus Maintenance to maintain scheduled operations. Other duties as assigned.

F. CBS Data Collection and Tracking
Duties may include:
> Collect and track operating data as assigned. Data collected may include, but is not limited to, route deviations, detours, on-time performance, missed trips, accidents, incidents, road calls, and passenger counts. Other duties as assigned.

**IV. *Minimum Qualifications*** — *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

A.   Required Prior Education:
Candidate must possess a High School diploma or GED.

B.   Required Prior Experience:
Two years of dispatching work experience. Two years of dispatching work experience within the public transit industry including deviated fixed-route type service, is preferred.

C.   Required License:
Possession of a valid Class C California drivers license.

*V.   Knowledge and Abilities*
A.  Required Knowledge of:
> Automated dispatch and flex-routing software.
> District's geographic service area.
> Office equipment: computer, key data entry, copier, fax machine.
> Conflict resolution skills.
> District policies, procedures, and practices, and Americans with Disabilities Act (as it pertains to transit operations).
> DMV and CHP rules and regulations governing motor vehicles and commercial vehicles.

Drug and Alcohol Testing rules and regulations.
Proper operation of radio communications equipment.
Basic mathematics.
Filing procedures, retrieval, duplication, and information gathering.
Time management principles. Passenger loads, safe and unsafe loading, and disembarking locations.
Effective writing and communication skills.
Effective leadership, supervisory, and motivational techniques.
Principles and practices of public relations and/or customer service.

B. Required Ability to:

Learn District and Departmental operating policies and procedures.
Ensure that all data collected is accurate, complete, and correct.
Prioritize and communicate in an efficient manner, elicit pertinent information to analyze, evaluate and determine the nature of the problem, and develop resolutions.
Directly supervise the work and performance of CBS Operators.
Maintain diplomacy while performing duties, especially when dealing with difficult people and situations.
Coordinate radio control operations and communications with staff.
Comprehend, instruct, and interpret route instructions, deviations, maps, etc.
Receive and resolve passengers' concerns and/or escalate when necessary.
Interpret Labor contracts and comply with negotiated terms and conditions of employment.
Maintain a valid Class C California drivers license.

C. Required Computer Skills with:

Common word processing software.
Common spreadsheet software.
Common database applications.
Email, contact management, and scheduling software.
Dispatch and Flex-routing software.

D. Physical and Mental Requirements:

Mobility: frequent use of keyboard; frequent sitting for long periods of time; occasional bending or squatting.
Lifting: frequently up to 10 pounds; occasionally up to 25 pounds.
Vision: constant use of overall vision; frequent reading and close-up work; occasional color and depth vision.
Dexterity: frequent repetitive motion; frequent writing; frequent grasping, holding, and reaching.
Hearing/Talking: frequent hearing and talking, in person and on the phone. Verbal communication skills (i.e. enunciation) essential for audible telephone and two-way radio communication.
Emotional/Psychological: frequent decision-making and concentration; frequent public and/or coworker contact; occasional working alone.
Environmental: frequent exposure to noise.