



**Cooperative Alliance for Seacoast Transportation**  
**Operations Dispatcher**  
**Job Description**

**POSITION TITLE:** Operations Dispatcher

**JOB SUMMARY:** Operations Dispatchers ensure the logistics of the operation are in place and arranged to operate safe, reliable service. There is heavy emphasis in this position on quality service and support to customers and COAST employees by phone, radio, and in person. Operations Dispatchers respond to emergencies, serve as representatives of COAST to the public, and are responsible to be flexible and accommodating in duties and hours of service to ensure the system operates. Special projects and other duties may commonly be assigned.

**CLASSIFICATION:** FLSA Non-Exempt (hourly, eligible for overtime)

**WORK SCHEDULE:** Forty (40) hour work week, during the span of service. Must be available during disaster and emergency events.

**REPORTS TO:** Director of Operations

**JOB DUTIES:**

**1. Essential Functions**

1. General Expectations
  - a. Maintain regular and reliable attendance.
  - b. Work cooperatively with others.
  - c. Comply with all company policies and procedures.
2. Coordinate all fixed-route transit services:
  - a. Assign daily and weekly open work to operators based on policy and practice. Fill open shifts because of call outs and other emergencies.
  - b. Coordinate vehicle assignments.
  - c. Effectively and efficiently solve or adjust for delays, extra service needs, breakdowns, collisions, or other situations which affect the level of service to customers.
  - d. Communicate effectively via phones and radios as appropriate to the situation (see below).
  - e. Respond to emergencies as appropriate to maintain safety and continue effective service.

3. Support Demand Response program:
  - a. Operate as demand response dispatch during hours TripLink is not open, and when needed to assist TripLink.
  - b. Assist TripLink in the creation of Demand Response schedules, including the use of scheduling software.
  - c. Maintain confidential client information.
  - d. Must become knowledgeable about all aspects of the ADA pertaining to transit providers. Must also proactively keep up with developments in the field.
  - e. Respond to incidents or other issues with clients and/or their representatives, enforcing policy as needed.
4. Phones:
  - a. Provide customer support, answer phone queries accurately regarding routes, schedules, fares, policies, procedures. Be able to effectively instruct a new user on how to ride.
  - b. Direct phone calls to the appropriate office staff.
  - c. Log phone calls for complaints, requests, or other special situations
  - d. Attempt to resolve basic complaints or concerns. Be prepared to move calls up to supervisor or other administration as needed.
  - e. Efficiently manage calls and prioritize for brief conversations and minimal hold time.
  - f. Ability to use and understand all functions of the office phone system and wireless headset.
5. Two-Way Radio:
  - a. Provide support to Operators and Supervisors, while answering radio calls.
  - b. Provide customer-to-vehicle support as necessary. Be able to judge accurately the need to contact vehicles for customer support.
  - c. Delegate and relay information between Operators and Supervisors.
  - d. Dispatch vehicles, provide instructions from Supervisors to Operators.
  - e. Ability to use and understand all functions of the two-way radio system.
6. Computer use:
  - a. Position requires strong computer skills, understanding of common applications including Microsoft Word, Excel, Outlook, web browsers, and ability to learn new programs and functions including GPS-based dispatch software

- b. Daily data entry and paperwork.
- c. Keep logs, generate basic reports, email, interoffice memos.
- d. Search efficiently for information.
- e. Use GPS tracking system, gather statistics for on-time performance.
- f. Keep records and logs of daily operation.
- g. Track incidents (non-collision) and report to the administration

## **2. Other Job Functions**

- 1. Work on special projects as assigned.
- 2. Maintain up-to-date information regarding COAST policies, procedures, and services. Maintain contact and information with other local service providers.
- 3. Maintain supplies of schedules and brochures, maintain distribution network and supply levels
- 4. Maintain the lost and found system (receiving, inventory, dispersal, and disposal of items).
- 5. Keep office, paperwork, workspace, notices, calendars up to date and organized.
- 6. Empty vehicle fare boxes and handle and count cash and tickets according to company procedure.
- 7. Assumes additional responsibilities as required.

## **II. Safety Duties**

- 1. Have full knowledge of all standard and emergency operating procedures.
- 2. Provide insight into potential threats and vulnerabilities through feedback from Operators, customers and other information sources.
- 3. Immediately report security and safety concerns to the Executive Director and Director of Operations in coordination with Supervisors.
- 4. Be prepared to communicate calmly and effectively in an emergency with Emergency Dispatch services and with COAST administration.
- 5. Be prepared to handle incident management including collisions or other severe situations.

## **III. Requirements**

### **1. Knowledge**

- 1. Must possess a High School Diploma or equivalent.
- 2. Position *does not* require a Commercial Driver's License. Must hold current Operator class driver's license. Candidate must have a reasonable driving

record.

3. Must be able to communicate effectively with co-workers and the public to promote the organization. Effective communication includes strong writing skills.
4. Strong interpersonal skills and customer service orientation. Previous customer service experience of at least one year preferred.
5. Ability to use PC running Microsoft Windows; knowledge of software programs, including Microsoft Word and Excel.
6. Must have a working knowledge of the COAST route system and the street network of the seacoast region. Training will be provided, but must be able to quickly absorb routes, directions, and location information.
7. Ability to prepare routine administrative paperwork, reports, complete forms, input data.
8. Ability to sort, check, count, and verify numbers.
9. Ability to read transit service schedules of various providers and make logical connections.
10. Must be able to read and write in the English language.

## **2. Emotional / Psychological Factors**

1. Deals with stressful situations occasionally. Emergency situations may occur in this position.
2. Deals with the public on a first hand basis; must have the ability to be courteous and patient.
3. Answers the phone and directs calls appropriately, greets visitors.
4. Certain tasks require concentration. Requires the ability to deal with multiple tasks.
5. Must be able to handle frequent interruptions.
6. Ability to be detail oriented.
7. Must be able to maintain confidential data.

## **3. Mobility**

1. Stays in a stationary position while performing job duties 90% of the work day. Occasionally sits for long periods - up to 2 hours at a time.
2. Moves freely around the office about 10% of the work day. Movement through office, garage, and grounds to operate office machines such as copier and fax, retrieve materials from storage, observe employees and facilities, talk with employees and customers.
3. Positions self occasionally to retrieve stored materials, etc.

#### **4. Examples of Weights Lifted and their Frequency**

Lifting is not an essential function of this job. Occasionally may move office materials such as reams of paper or three-ring binders that weigh 5-10 pounds.

#### **5. Visual Requirements**

Must be able to read and comprehend written material and distinguish material using close-up vision. Close-up vision is critical due to frequent computer use.

#### **6. Dexterity**

1. 90% of the work time involves operating computer keyboard, cell phone, calculator, telephone keypad, and radio.
2. Positions self to use the two-way radio, obtain work materials, and retrieve supplies.

#### **7. Environmental Conditions**

1. Noise level is moderate. Some copier and printer noise, phone ringing, phone and radio conversation.
2. Limited exposure to outdoor weather conditions or temperature extremes.
3. Occasional exposure to vehicle emissions.

#### **8. Hearing / Talking**

1. Listening and talking are essential to performing this job. Must be able to hear and understand normal speech as most job information is received verbally. Must be able to communicate in the English language.
2. Must talk to customers, visitors and employees both in person and over the telephone and radio. Must be able to ask questions and communicate effectively face to face.

*The above description is intended to describe the general content, identify the essential functions, and set forth the requirements of the performance of this job. The duties and responsibilities described are not a comprehensive list and management reserves the right to revise the job or to require that other or different tasks be performed or assigned.*

*Employees must be able to perform the essential functions of the position satisfactorily and, if requested, reasonable accommodations will be made to enable employees with disabilities to perform the essential functions of their job, absent undue hardship.*

I have read and understand the job requirements, responsibilities and expectations set forth in the job description provided for my position. I confirm that I am able to perform the essential functions as outlined with or without any reasonable accommodations.

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

Sign: \_\_\_\_\_