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VALLEYRIDE JOB DESCRIPTION

Job Title: Dispatcher/Operations Supervisor
Department: Operations
Reports To: Operations Manager - Boise
Not Subject to Collective Bargaining Agreement

FLSA Status: Exempt
Draft Date: March 2008

Summary

The function of this position is to be responsible for monitoring and supervising the transportation system by scheduling, dispatching, monitoring, and coordinating the fixed-line transportation operation. The responsibilities of this position typically requires managing the routine transit operations to include monitoring assigned personnel, scheduling and dispatching transportation to meet performance requirements and avoid service interruptions, and responding to bus incidents.

Essential Functions:

- Manage day-to-day operations by tracking operators for safety; schedule and route adherence; acting as liaison with other departments; dispatching operators/vehicles; assigning bus routes; recording/inputting payroll; managing time off and overtime schedules; and completing required documentation.
- Supervise personnel by monitoring adherence with polices, procedures and established practices; ensuring on-time performance; providing coaching as needed; and accompanying employee(s) for drug testing.
- Coordinate service interruptions by recording road change information; assigning substitute operators; re-routing buses as necessary; monitoring and reviewing traffic control patterns; developing and implementing detours as needed; and tracking and controlling special events.
- Respond to bus incidents by investigating accidents; preparing accident reports; investigating and resolving passenger complaints; dispatching repair personnel or supervisor/manager; assisting drivers with troubleshooting problems; and dispatching public safety and emergency personnel when requested/needed by an operator.

Critical Job Requirements:

- **Education:** Work requires knowledge of a job related vocational, technical, or administrative nature that may be acquired by six-months or more of advanced study, and/or education beyond the basic high school curriculum. Ideally, this will include training within a Junior College, vocational, business, technical or distance-education course work. Certification may be awarded upon satisfactory completion of advanced study or training.
- **Experience:** Two years experience driving with a transit authority, and/or two years prior successful supervisory experience, and/or any combination of equivalent experience related to transit, supervision, or logistics.
- **Supervisory:** Work requires supervising and/or monitoring performance for an assigned group of employees within the department; providing input on hiring, performance, promotion, corrective/disciplinary action, achievement of work objectives/effectiveness, and as needed, realignment of work. Monitoring each operators' performance relative to trip manifest and radio procedures; document and report unusual situations or deviations from transit policy to Operations Manager.
- **Freedom to Act:** This position receives general direction/supervision. The employee normally performs the duties of the job by following established standard operating procedures (SOP), established policies and procedures, and/or established acceptable practices. Requires the ability to exercise considerable initiative and independent analytical and evaluative judgment. Comprehension of the fact that the consequences of his/her decisions and work performance impacts the entire transit system, particularly the passenger-customer base.

Critical Job Requirements:

- **Math and Technical Skills:** Ability to define problems, collect data, establish facts, and draw valid, defensible conclusions. Ability to work with real numbers, applications of fractions, percentages, ratios/proportions, and measurement.
- **Budget:** Position has no budget responsibility.
- **Communication Skills:** Ability to read, analyze and interpret papers, business periodicals, professional journals, technical procedures/manuals, and/or governmental regulations. Ability to write reports, prepare business correspondence, and summaries with proper format, punctuation, spelling and grammar. Ability to effectively present information and respond to questions from various groups including, managers, vendors, customers, and the general public. Ability to dispatch via mobile radio or telephone to operators in a timely manner to meet performance requirements
- **Human Collaboration Skills:** Possess good teamwork skills and the ability to effectively work with all employees. Contact may involve support of controversial positions, negotiation of sensitive issues or preserving confidential information. Promotes a harassment-free environment, supports a diverse workforce, and shows respect and sensitivity for cultural differences. Knowledge of AA/EEO policy, programs and requirements.
- **Computer Skills:** Ability to perform data entry, basic knowledge of Microsoft Office Suite, and/or other computer database experience.

Certificates, Licenses, Registrations – Must have clear motor vehicle record and possess a valid Class B CDL with airbrake and passenger endorsements. Must participate in and successfully complete an annual physical examination showing capability to perform essential duties, this may include a drug test as requested. This position is subject to the successful completion of a criminal background check.

Physical Demands - The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation(s) may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to sit (up to 4 hours per shift). The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; stoop; knee; crouch; crawl; taste or smell. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment - The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this position, the employee is occasionally exposed to moving mechanical parts; fumes or airborne particles, and outside weather conditions. The noise level in the work environment is usually moderate.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. This information is not intended to be an exhaustive list of all responsibilities, duties, and skills required for successful performance of this position. This description is subject to modification as the needs and requirements of the position change.

APPROVALS:

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Manager of Operations & Planning - Boise	Date
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Human Resources	Date

I hereby certify that I have read and understand my job description. In addition, I accept the responsibilities of this position and acknowledge that I have received a copy of my job description.

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Employee's Signature	Date
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Print - Employee's Last Name, First Name	

**VRT/ValleyRide is an Affirmative Action/Equal Opportunity Employer
We actively promote a Drug-Free Workplace**