



**South East Area Transit**  
Job Description

<b>Job Title:</b>	Dispatcher	<b>Department/Group:</b>	Operations
<b>Location:</b>	Transit Center	<b>Reports To:</b>	Transit Center Supervisor
<b>Level/Salary Range:</b>	Per Union Contract	<b>Position Type:</b>	Full Time
<b>FLSA Status:</b>	Hourly/Non-Exempt	<b>Working Conditions:</b>	100% Indoors
<b>Bargaining Unit?</b>	Yes	<b>Supervisory Responsibilities?</b>	No

**JOB STATEMENT**

The Dispatcher is responsible for radio dispatch functions, client scheduling, and associated record-keeping duties. The dispatcher will seek areas for scheduling improvement and drive efficiencies in cooperation with the dispatch team. The dispatcher will handle all incoming radio and telephone communication including advising vehicle operators and handling client inquiries including scheduling trips.

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**JOB DUTIES:**

Duties include, but are not limited to the following:

- Operates base radio console equipment, transmitting and receiving routine and emergency messages from bus operators.
- Enforces professional radio conduct as outlined by SEAT policies and procedures.
- Takes customer calls for information on transit services and schedules requested trips.
- Stays familiarized with pricing of trips and area covered by SEAT services.
- Prepares daily bus operator manifests, manages communication of changes, additions, cancellation during service.
- Advises vehicle operators on standard operating procedures during emergencies and under unforeseen circumstances.
- Operates data terminals for input and management of information pertaining to daily public transit operations and general services in a quick and efficient manner.
- Maintains accurate, statistical operating data.
- Understands the importance of contracts and subcontracting out trips to other providers.
- Reports driver call-offs and other operator issues to the Transportation Supervisor.
- Manages daily route schedules for maximum efficiency, adjusts as necessary.
- Prioritizes incoming communications and responses to provide superior customer service.
- Maintains composure and acts thoughtfully under pressure.
- Promotes a positive public image of SEAT and exceeds customer expectations.

**QUALIFICATIONS AND EDUCATION REQUIREMENTS**

- Ability to negotiate, train and persuade.
- Ability to read and interpret documents and instruments.
- Ability to analyze problems and recommend corrective courses of action.



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- Ability to multitask in a quick-paced environment without forgetting details
- Well-developed oral and written communication ability.
- Demonstrates excellent command of the English language.
- Work under frequent periods of stress.
- Performs as effective team player.
- Ability to perform simple math
- Familiarity with Microsoft Office Applications
- High School diploma or equivalency required.

*The above statements reflect the general details considered necessary to describe the principal functions of the job and shall not be interpreted as a detailed description of all the work requirements that may be inherent in the job.*

Reviewed By:		Date:	
Approved By:	SEAT BOARD OF TRUSTEES	Date:	
Last Updated By:		Date/Time:	

By signing above, I agree to perform all duties as listed and state that I meet the minimum requirements as stated above.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date