



## ***Dispatcher Job Description***

The dispatcher position is responsible for on-time delivery of service and monthly reporting. The dispatchers handles rider and driver inquiries, cover for service interruptions, and reschedules rider trips due to lateness, ready early, or other schedule change requests. The dispatcher is responsible for all communications responding to passenger and driver requests, balancing vehicle and driver resources, and maintaining on-time performance while maximizing productivity. In order to maximize productivity while maintaining quality of service standards, the dispatcher/scheduler must be well organized. The dispatch office must have necessary information readily available, electronically or through posted information or a combination of both and collaborate well to ensure that information is accessible to those who need it in a timely fashion.

### **Dispatch/scheduler responsibilities may include:**

- Coordinating Transportation Needs: Ensuring riders' needs are met by aligning trips with available vehicles, handling trip changes, and accommodating same-day ride requests.
- Dispatching and Monitoring Trips: Assigning trip requests to drivers to ensure timely arrivals, while continuously monitoring and updating driver/vehicle locations to maintain on-time performance.
- Managing Call Requests: Providing support to call takers as needed by handling incoming phone requests.
- Troubleshooting and Problem Resolution: Serving as the primary troubleshooter for driver issues, responding to unexpected situations (e.g., inclement weather, road closures, breakdowns), and finding solutions quickly to maintain service continuity.
- Emergency Handling: Responding effectively to emergency situations, including driver safety, addressing vehicle damage, incidents and passenger medical emergencies, in accordance with established procedures. Also assist drivers with accident and incident reports.
- Data Management and Reporting: Compiling, summarizing, and reporting data, such as ride statistics, service hours, mileage, passenger no-shows, and other key metrics as required by management.
- Vehicle and Maintenance Coordination: Managing vehicle assignments and maintenance schedules, maintaining accurate vehicle logs, coordinating repairs, taking buses in for service, assisting with on-road support (e.g., driving buses to drivers experiencing breakdowns, handling minor repairs, assist with tire chaining, pre-trip inspections, and occasionally helping transport riders).
- Safety and Compliance: Ensuring driver and passenger safety, adhering to all company policies and government regulations, and proactively addressing safety concerns or violations.
- Communication and Stakeholder Engagement: Maintaining timely and clear communication with drivers, riders, management, and other departments to ensure effective service delivery and operational coordination.
- System and Process Management: Utilizing dispatch software to monitor and manage trips, schedules, and communications effectively, while developing and refining processes to support smooth service operations.
- Shift Coordination and Communication: Facilitating seamless communication across shifts to ensure consistency in service and operations.
- Training and Support: Assisting in the onboarding and training of new drivers and dispatch staff.
- Adaptability to Operational Changes: Demonstrating flexibility to accommodate evolving service needs, new technologies, and changes in operational procedures.
- Other Duties: Performing additional tasks as assigned to support overall service operations.

**Required Knowledge and Skills:**

- Good Knowledge of the Service Area: Familiarity with the geographical area served.
- Data Handling: Ability to manage and interpret large data sets.
- Calmness in Emergencies: Remaining composed and following established company procedures during emergencies.
- Organizational Skills: Demonstrated ability to stay organized and prioritize tasks.
- Strong Listening Skills: Ability to actively listen and respond to needs.
- Empathy: An empathetic approach to both passengers and coworkers.
- Communication Skills: Pleasant, articulate voice, and strong interpersonal skills.
- Physical Stamina: Ability to sit for extended periods and move as required to assist with vehicles.
- Typing Accuracy: Accurate and proficient typing skills with attention to detail.
- Technical Skills: Proficiency with complex computer programs and dispatch systems.
- Analytical Skills: Ability to assess problems quickly and make informed decisions.
- Team Player: Demonstrated ability to work with diverse teams and build cooperative relationships.
- Supportive Attitude: A commitment to upholding and supporting company policies and practices.

**Drug and Alcohol Testing:**

This position is subject to both pre-employment and random testing for drugs and alcohol.

**Medical Certification to Drive:**

This position is subject to a DOT physical to have medical certification to drive conducted by a medical professional.