

**Allen County RTA  
Job Description**

**Transit Dispatcher**

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<b>DIVISION:</b>	Transportation	<b>JOB CODE:</b>	300	<b>GRADE:</b>	2	<b>FLSA STATUS:</b>	Hourly
<b>DEPARTMENT:</b>	Transit	<b>DEPT ID:</b>	302	<b>REPORTS TO:</b>	Director –Supervisor - Transit		
<b>BARGAINING UNIT:</b>	AFSCME/excluded	<b>EFFECTIVE DATE:</b>	8.1.14		<b>REVISION DATE:</b>	August 2014	

**PURPOSE OF POSITION:** Under the direction of Director - Transit or designee, operates a two-way radio communications system base station, collects statistical data, may perform miscellaneous clerical duties, such as filing and maintaining records at Transit - Operations office. Provides bus route and schedule information. Provides Customer Service, ticket and map sales to transit customers. Knowledge of scheduling software and Greyhound procedures.

**ESSENTIAL JOB FUNCTIONS:**

1. Assists in the coordination of RTA bus operation activities through radio contact with operators or transit vehicles conveying passengers according to routes and time schedules. Assists in the coordination of various special services provided by transit.
2. Assists in the coordination of the UpLift System by receiving telephone requests from passengers verifying eligibility of applicants and scheduling pick-ups and transportation to destination.
3. Assists with coordination the Lobby supplied with maps and brochures. Will notify staff when orders are needed for supply.
4. Maintains Transit's lost and found records and disposal.
5. Responsible for various reports and corrections for Fixed Route/UpLift and Greyhound operations.
6. Receives telephone/radio reports of accidents, delays, equipment failures, maintenance difficulties and other emergencies and reports to proper authorities or supervisor.
7. Dispatches needed vehicles to scene of accidents or other emergencies and notifies emergency personnel. Informs management of accidents and reported infractions of operating regulations.
8. Maintains records pertaining to status of bus and mobile radio units using a written log. May perform typing, miscellaneous clerical duties and prepare reports related to operations.
9. Receives complaints, inquiries, and messages and provides route and schedule information to customers.
10. May do operations surveys as assigned.
11. Responsible for selling passes to customers, making change, and balancing cash drawer.
12. May fill in for other clerical employees in Transit - Operations.

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13. Knowledge of computer is necessary to input schedules and issue approval/disapproval letters to potential clients.
14. Performs other related duties as assigned by management.

**QUALIFICATIONS:**

**Education and Experience:**

High school graduate or equivalent is required. Minimum of two years of general office or public contact experience. Experience in operating a two-way radio preferred.

**Licensing/Certification:**

Must have a valid Ohio's driver's license (minimum Class F).

**Knowledge, Skills and Abilities:**

Must demonstrate good oral and written communication skills and be able to operate related office equipment.

Knowledge of the transit system is preferred.

Knowledge of a cash register and cash transactions along with credit card transactions

**Physical Requirements:**

Performs bending and stooping for filing purposes.

**Working Conditions:**

Normal office/transit environment.

**Miscellaneous Requirements:**

Must be able to work successfully with diverse groups of people.

**I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodations.**

**Print Name:** \_\_\_\_\_

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_