

**Allen County RTA  
Job Description**

**Dispatcher**

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|---------------------|----------------|------------------------|--------------|--------------------|---------------------------------|
| <b>DIVISION:</b>    | Transportation | <b>DEPARTMENT:</b>     | Non-Operator | <b>REPORTS TO:</b> | Transportation Manager (s)      |
| <b>FLSA STATUS:</b> | Nonexempt      | <b>EFFECTIVE DATE:</b> |              | June 2021          | <b>REVISION DATE:</b> June 2021 |

**PURPOSE OF POSITION:**

Operates two way radio communications system, collects statistical data, may perform miscellaneous clerical duties such as filing and maintaining records for Transit Operations. Provides bus route and schedule information. Provides customer service, ticket sales (including Greyhound). Knowledge of scheduling software, Greyhound and Lottery procedures.

**ESSENTIAL JOB FUNCTIONS:**

- Assists in the coordination of RTA bus operation activities through radio contact with operators of transit vehicles conveying passengers according to routes and time schedules.
- Assists in the coordination of various special services provided by transit.
- Assists in the coordination of the UpLift system by receiving telephone calls, email and/or fax requests from passengers and contract agencies.
- Scheduling trips and monitoring dispatch software.
- Keeping the lobby supplied with maps and brochures. Will notify Manager when supplies are needed.
- Maintains lost and found records and disposal
- Responsible for various reports and corrections for Fixed route, UpLift and Greyhound operations
- Receives telephone/radio reports of accidents, delays, equipment failures, maintenance difficulties and other emergencies and reports to appropriate supervisors.
- Dispatch needed vehicles to scene of accidents or other emergencies and notifies emergency personnel. Informs management of accidents and reports infractions of operation regulations.
- 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.
- Receives complaints, inquiries, messages and provides route and schedule information to customers.
- Responsible for selling bus passes, Lottery and Greyhound tickets to customers.
- Balance Greyhound and Lottery cash drawers and prepare daily deposits.
- Balance bus ticket money and order tickets as needed.
- Knowledge of opening and closing procedures for Transfer center.
- Responsible for preparing UpLift routes and assigning vehicles for next business day.
- Performs other related duties as assigned by Management.

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**QUALIFICATIONS:**

**Education and Experience:**

High School Graduate or equivalent is required. Minimum of two years of general office or customer service experience. Must pass a DOT physical and drug/alcohol test.

**Licensing/Certification:**

Must have a valid Ohio driver's license.

**Knowledge, Skills and Abilities:**

Knowledge of the Allen County area is preferred.

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

Organizational skills

Excellent Customer Relations Skills

Knowledge of cash transactions and 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.**

**Signed:**

**Date:**