



## Title: Lead Transit Dispatcher

FLSA Status: (Non-Exempt)

### BRIEF DESCRIPTION:

The purpose of this position is to provide technical advice and act as a lead to Transit Dispatchers. This is accomplished by performing a wide variety of advanced and specialized duties, providing technical guidance, assigning and monitoring work, and assisting staff with complicated and difficult assignments. Other duties may include completing related tasks as assigned.

### ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

<b>(S) Sedentary</b> Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	<b>(L) Light</b> Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	<b>(M) Medium</b> Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	<b>(H) Heavy</b> Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	<b>(V) Very Heavy</b> Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.
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#	Code	Essential Functions
1	S	Provides technical advice to Transit Dispatchers, including handling the day-to-day scheduling of employee work coverage. Informs supervisors of project performance and provides general input on employee's performance. May provide input to the supervisor on hiring, formal written performance evaluation, reclassification, promotions, and merit increases.
2	S	Oversees and assists with preparing daily bus routing and operates computerized route scheduling system. Assists routing process both manually and with computerized dispatch system, and inputs data from new customers and locations.
2	S	Assists customers on the telephone with transportation inquiries and reserves rides for the next business day.
3	S	Plans and schedules safety training and coordinates customer service training for staff.
4	S	Performs a variety of general data entry support duties related to dispatching activities and communicates via two-way radio to inform drivers of changes, cancellations and routing.
5	S	Receives and reconciles payments for daily fares and tracks in electronic database and prepares for deposit.



**JOB REQUIREMENTS:**

-Description of Minimum Job Requirements	
Experience	2-4 years experience. Considerable previous experience required in the same or similar previous positions. The job requires a sound knowledge of common and uncommon techniques, concepts, methods, practices, use of forms, routines, etc., of complex nature.
Education	High school graduation or equivalency.
Technical Skill	Skilled technical skills. Work requires predominately routine and some non-routine technical skills. Requiring practical knowledge of a technical field with use of judgment and decision-making abilities appropriate to the work environment to the organization.
Physical Demands	Work requires light or low amount of physical exertion. The job requirements for manual dexterity or physical manipulation are limited. The need for physical stamina and endurance is of minimal or low significance. The degree of physical strain produced on the job is somewhat taxing, but does not usually produce fatigue and require periods of rest. Freedom of movement exists, and the job does not confine the employee to a prescribed body posture. Body movement usually involves sitting and intermittent walking.
Contacts	Contacts are an integral part of the job as work involves internal and external contacts for the purpose of problem-solving with respect to matters of considerable importance to the organization requiring tact, diplomacy and persuasiveness and/or where no guidelines exist. Improper handling could affect relationships between departments or functions. Contacts are frequently at the same or higher levels. Interactions may affect City business. Work involves regular contact with people who are upset, uncooperative or have difficulty communicating their requirements and/or a regular requirement to communicate information that people do not want to hear or may find upsetting.
Responsibility	The job requires some accountability for scheduling, assigning or coordinating work. Employees check the quality of work and provide guidance to others. Although the job does not require formal or official supervisory responsibility the incumbent serves as a lead or acts in a lead role. In addition, the employee may be expected to provide information or suggestions on others' performance.
Accountability	Decision/action situations have a moderate impact on the organization. Errors are usually detected after the fact and may result in significant interruption and delay in work output and may have a moderate impact on resources within a department. Errors may have an impact on other departments and external relationships.
Environment	No adverse environmental conditions, pleasant surroundings.
Safety	Work involves few, if any, duties that if incorrectly performed could present a safety risk to others.
Reading	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Math	Basic - Ability to perform the four basic arithmetic operations (addition, subtraction, multiplication, division). Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Writing	Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Certifications & Other Requirements	None



**OVERALL PHYSICAL STRENGTH DEMANDS:**

-Physical strength for this position is indicated below with "S"				
Sedentary	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**PHYSICAL DEMANDS:**

C Continuously 2/3 or more of the time.	F Frequently From 1/3 to 2/3 of the time.	O Occasionally Up to 1/3 of the time.	R Rarely Less than 1 hour per week.	N Never Never occurs.
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Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	O	Observing work site, observing work duties, communicating with co-workers
Fine Dexterity	C	Computer keyboard, telephone keypad, calculator
Walking	O	To other departments/offices, around work site
Lifting	R	Supplies, files
Carrying	O	Supplies, files
Sitting	F	Desk work, meetings, driving
Reaching	O	For supplies, for files
Handling	C	Paperwork
Pushing/Pulling	O	File drawers, tables and chairs
Climbing	R	Stairs, step stools
Vision	C	Reading, computer screen, driving
Foot Controls	R	Driving
Balancing	R	On step stools
Bending	O	Filing in lower drawers, retrieving items from lower shelves/ground
Crouching	O	Filing in lower drawers, retrieving items from lower shelves/ground
Hearing	C	Communicating via telephone/radio, to co-workers/public
Kneeling	O	Filing in lower drawers, retrieving items from lower shelves/ground
Crawling	R	Under equipment
Twisting	O	From computer to telephone
Talking	F	Communicating via telephone/radio, to co-workers/public
Other (specified if applicable)		



**MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:**

Standard office equipment, scanner, fax, multi-function telephone system, two way radio, trapeze, Microsoft Office, and Adobe.

**ENVIRONMENTAL FACTORS:**

C Continuously	F Frequently	O Occasionally	R Rarely	N Never		D Daily	W Several Times per Week	M Several Times per Month	S Seasonally	N Never
-Health and Safety Factors-						-Environmental Factors-				
Mechanical Hazards					N		Extreme temperature			N
Chemical Hazards					N		Wetness and/or humidity			N
Electrical Hazards					N		Respiratory hazards			N
Fire Hazards					N		Noise and vibration			N
Explosives					N		Physical hazards			N
Communicable Diseases					N					
Physical Danger or Abuse					N					
Other:										

**PROTECTIVE EQUIPMENT REQUIRED:**

None

**NON-PHYSICAL DEMANDS:**

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
-Description of Non-Physical Demands-			-Frequency-
Time Pressure			F
Emergency Situation			O
Frequent Change of Tasks			F
Irregular Work Schedule/Overtime			O
Performing Multiple Tasks Simultaneously			F
Working Closely with Others as Part of a Team			F
Tedious or Exacting Work			F
Noisy/Distracting Environment			F
Other			

**PRIMARY WORK LOCATION:**

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other	
Recreation/Neighborhood Center			