



Title: Transit Dispatcher

FLSA Status: (Non-Exempt)

BRIEF DESCRIPTION:

The purpose of this position is to perform a variety of tasks related to the operation of the Peoria Transit program. This is accomplished by receiving telephone reservations from customers, scheduling and dispatching Transit Operators by the most efficient routes, providing general customer service and entry level administrative support. 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.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) 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.

#	Code	Essential Functions
1	S	Receives telephone reservations from customers, inputs reservations in the computer dispatch system, and maintains telephone and fax communications with neighboring transit agencies regarding passenger transfers and information sharing. Completes records on complaints and requests, prepares reports and distributes to appropriate staff.
2	S	Schedules routes both manually and with computerized dispatch system. 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.
3	S	Retrieves, updates, and compiles a variety of weekly/monthly reports using a computer; compiles and maintains accurate records, logs and statistics for local and federal requirements; may serve as back-up timekeeper for the division.
4	S	Monitors records and monthly statistics on vehicle maintenance and fleet billing.



JOB REQUIREMENTS:

-Description of Minimum Job Requirements	
Experience	1-2 years experience. Moderate previous experience required in the same or similar previous positions. The job requires a good working knowledge of common and uncommon techniques, methods, practices, procedures, use of forms, routines, etc., of a moderate to 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 necessary to perform the job as work involves internal and external contacts for the purpose of providing guidance, instruction or technical advice or for the purpose of explaining business matters by interpreting organizational policy. Improper handling would cause problems in relationships. Work involves occasional contact with people who are upset, uncooperative or have difficulty communicating their requirements and/or an occasional requirement to communicate information that people do not want to hear or may find upsetting.
Responsibility	May show another employee how to perform a task or may have some lead authority over one or more people for a short period of time through the year. May train replacement and/or co-worker in own job functions.
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	F	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, two-way radio; Microsoft Office, Adobe Acrobat, Trapeze and related software.

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			