

THE NAVAJO NATION
Department of Personnel Management
JOB VACANCY ANNOUNCEMENT

REQUISITION NO: DGS00522172
POSITION NO: 241872
POSITION TITLE: Transit Dispatcher

DATE POSTED: 11/10/21
CLOSING DATE: 11/29/2021 by 5 PM

DEPARTMENT NAME / WORKSITE: DGS / NAVAJO TRANSIT SYSTEM /FORT DEFIANCE AZ

WORK DAYS: <u>Monday - Friday</u>	REGULAR FULL TIME: <input checked="" type="checkbox"/>	GRADE/STEP: <u>BQ59A</u>
WORK HOURS: <u>6am-7pm</u>	PART TIME: <input type="checkbox"/> NO. OF HRS./WK.: _____	\$ <u>30,004.56</u> PER ANNUM
SENSITIVE <input checked="" type="checkbox"/>	SEASONAL: <input type="checkbox"/> DURATION : _____	\$ <u>14.37</u> PER HOUR
NON-SENSITIVE <input type="checkbox"/>	TEMPORARY: <input type="checkbox"/>	

DUTIES AND RESPONSIBILITIES:

Under general supervision, performs work of routine difficulty. Must be able to operate communication equipment receiving and transmitting messages and information to drivers utilizing radio codes; receives telephone calls from the public inquiring on bus routes and schedules providing information by monitoring operation of fleet units for fixed routes by ensuring all routes are on schedule to and from their point of destination. Informs the public of any delays, breakdowns, accidents, etc. Must be able to work under pressure, act promptly and use good judgement in emergency situations and/or assist drivers with disruptive passengers that may endanger the safety of others. Assist the Program Supervisor in scheduling and dispatching units and/or personnel to respond to breakdowns to prevent disruptions of route. Maintain accurate detailed logs of daily activities pertaining to radio, telephone communications, incidents and complete schedules for vehicle operators for reporting purposes. Prepare travel documents for staff; Travel on and off the reservation during regular/irregular hours during week days or weekends may be required. May serve as backup driver as needed during situations of bus breakdowns, deliver spare bus, deliver or pick up a bus/vehicle from vendor, or passenger overflow situations, or to address alternate ADA accommodation requests; performs driving related duties such as mandatory safety inspections, safely transporting passengers to and from their destination, re-fueling vehicles, cleaning vehicles upon completion of assignment. Required to be familiar with or be in compliance with Federal Motor Carrier Safety Regulations as prescribed by U.S. Dept. of Transportation, Federal Transportation Administration, Navajo Transit System's Drug & Alcohol Testing Policies, Navajo Nation Personnel Policies & Procedures Manual, Navajo Nation Vehicle Operator's Handbook, FCC (Federal Communication Commission) regulations, etc.

QUALIFICATION REQUIREMENTS: (Education, Experience and Training)

Minimum Qualifications:

High school diploma or GED; EXPERIENCE: Two (2) years of dispatch communications and/or customer service experience; or equivalent combination of education and experience.

Special Requirements:

- Possess a valid state's drivers license
- A favorable background investigation
- A medical examination that complies with Federal Motor Carrier Safety Regulations
- Pass a pre-employment drug test in accordance with Federal Transit Administration regulations.

<<A favorable background investigation>>

(To receive full credit for education, certification, or licensure, transcripts, copies of degrees, certificates, and other appropriate documents must be submitted along with employment application.)

Special Knowledge, Skills and Abilities:

Supplemental Requirements: Must obtain and maintain a Cardiopulmonary Resuscitation (CPR), First Aid Certification and a Navajo Nation Vehicle Operator's permit within 90 days of hire; Must also obtain a Commercial Drivers License (Class A or B) with passenger endorsement and a Navajo Nation Vehicle Operator's Permit Type CDL within 180 days of date of hire. Knowledge of departmental policies, procedures and operating procedure; general office procedures, principles and practices; preparing and maintaining accurate records, reports and files; Federal, state and Navajo Nation regulations for Motor Coaches/Over the Road Buses; basic care and operation of Motor Coaches on fixed routes, or designate charters;

Skill in written expression, business correspondence and communication; evaluating a situation, making effective decisions under pressure, and taking appropriate action; to communicate effectively, act promptly and use good judgment in emergencies, deal tactfully with and inspire public confidence while enforcing rules and regulations; utilizing radio communication system.

Ability to utilize proper radio communication techniques in accordance with Federal Communications Commission (FCC) Rules and Regulations; Ability to operate base radio equipment and monitoring equipment; understand and follow oral and written directions; Ability to obtain and act on information quickly and accurately.

