

TRANSIT DISPATCHER

DEFINITION: Under general supervision, performs work of routine difficulty in operating communications equipment to receive and transmit messages and information to motor coach drivers; performs related work as assigned.

ESSENTIAL FUNCTIONS: This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.

TASKS:

Operates radio and maintains radio contact with motor coach drivers; transmits messages and ensures accurate receipt and understanding; receives telephone calls from the public inquiring on bus routes/schedules and follows through by relaying information to appropriate persons for action; receives radio calls from motor coach driver; monitors operation of fleet units for fixed or charter routes, assures that fleet operations are according to scheduled arrival/departures; ensures that all routes are in operation and arrive at their point of destination; notifies appropriate personnel of any schedule delays due to breakdowns or accidents.

Dispatches emergency personnel to assist in emergency situations and/or to assist with disruptive passengers that may endanger passengers or the safety of others; assists Fleet Coordinator in scheduling and dispatching unit and/or appropriate personnel to respond to breakdowns; transmits messages via radio or telephone, and makes inquiries to obtain requested information or services; maintains and updates a variety of logs, records and forms required to provide accurate record of activities and actions; monitors equipment status and reports malfunctions or failures; files data and performs other routine clerical tasks; answers telephone; receives and assists the general public.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS:

Knowledge of departmental policies, procedures and operating procedures.

Knowledge of general office procedures, principles and practices.

Knowledge of preparing and maintaining accurate records, reports and files.

Skill in written expression, business correspondence and communication

Skill in evaluating a situation, making effective decisions under pressure, and taking appropriate action.

Skill to communicate effectively, act promptly and use good judgment in emergencies, deal tactfully with and inspire public confidence while enforcing rules and regulations.

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.

Ability to understand and follow oral and written directions.

Ability to obtain and act on information quickly and accurately.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT: Work involves a minimum of physical effort in an office setting; that may at times be strenuous, requiring continuous physical effort for long periods; duties may require evening, night, weekend and other irregular duty hours and significant overtime duty.

MINIMUM QUALIFICATIONS: A high school diploma or GED; and two (2) years of dispatch communications or customer service work experience; or an equivalent combination of education, training and experience which provides the capabilities to perform the described duties.

THE NAVAJO NATION

Class Code: 4032
General Services and Maintenance Series
Radio Communications Group
Overtime Code: Non-Exempt
Pay Grade: 59

TRANSIT DISPATCHER

SPECIAL REQUIREMENTS: Must possess a valid state driver's license and pass a criminal background investigation and pre-employment/random drug and alcohol testing prior to employment. Within 90 days of employment must obtain and maintain a Cardiopulmonary Resuscitation (CPR) and First Aid Certification and a Navajo Nation Vehicle Operator's Permit. Within one (1) year of employment must obtain and maintain dispatcher's certification.

Depending upon the needs of the Nation, some incumbents of the class may be required to demonstrate fluency in both the Navajo and English languages as a condition of employment.