

**OMNITRANS**  
**Job Description**

**Job Title:** Dispatcher  
**Department:** Operations  
**Reports to:** Assistant Transportation Manager  
**FSLA Status:** Exempt, Level VI  
**Approved By:** Board of Directors  
**Approved Date:**  
**Revised:**

**SUMMARY**

Under general direction, performs public transportation scheduling, routing, and dispatching duties; operates a variety of communication equipment, including two-way radio, telephone, computer mobile dispatch terminal and scheduling systems; creates, maintains and monitors driver schedules; responds to requests for service and provides a variety of information to Agency personnel; and serves as immediate reporting authority of Coach Operators.

**DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Manage on-time dispatching of operators to ensure efficient delivery of scheduled service.

Reassigns buses and Coach Operators to cover emergencies and higher priority assignments when required.

Coordinates and dispatches all bus operator assignments for revenue service, special events, and emergency response; type and number of buses required for dispatch; determines operating status of buses and related equipment and their availability for dispatch.

Resolves day-to-day operating problems that arise, including, but not limited to, vehicle breakdowns, accidents, and missed or late routes. Makes appropriate decisions regarding restoring or maintaining service, using independent judgment.

Monitors Coach Operators to identify work performance and compliance with rules, regulations, policies, and procedures; recommends additional training, consultation and/or disciplinary action as it relates to observed performance.

Monitors and records system performance including timekeeping. Creates, prepares and maintains records and written reports.

Inputs general payroll information into the Computer Assisted Dispatch (CAD) system and verifies accuracy of data/information.

Recommends changes in transit schedules and routes as warranted.

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Checks on and communicates with supervisors regarding stops and stations, terminals and line checks, employee performance and may provide to the Field Supervisor to assist with performance evaluations.

Communicates and reports all incidents and service-related issues to management in a timely and accurate manner.

Responsible for complying with all departmental work rules, policies, and procedures, as well as DMV and all State and Federal mandates as required.

Maintains, supports, and promotes a safe work environment while complying with all safety rules, regulations, policies, and procedures to ensure the well-being of Omnitrans customers and employees.

Drives a bus over an assigned route and on a fixed schedule when necessary; collects fares and drives with due regard to safety and comfort of passengers and the maintenance of time schedules.

Enforces laws, regulations, agency and departmental policies. Recommends procedural modifications and plans for implementations as it relates to vehicle dispatching and related duties.

Issues, reviews, and accepts reports, forms, transfers, and equipment.

Provides vacation and temporary relief as required.

**SUPERVISORY RESPONSIBILITIES**

Monitors and evaluates work of others. Ensures policies and procedures are followed by all Operators.

**QUALIFICATIONS**

Working knowledge of: Routing and vehicle/manpower scheduling techniques; Two-way radio procedures and codes; Accident or incident dispatch response procedures; safety principles, practices, and regulations; Work performance monitoring techniques; Trapeze and Transitmaster systems; CA DMV traffic laws, CA and Federal hours of service regulations, safety standards for operators and coaches; Working with unions and enforcing MOUs.

**EDUCATION and/or EXPERIENCE**

One or more years experience in the operation of public transit buses comparable to those operated by the Agency, or some similar transit operation experience. Knowledge of Agency routes, schedules, and operating policies and regulations regarding operations, manpower, and vehicle dispatch. Computer Aided dispatch experience a plus. Completion of daily reports, consultations, and logs.

**LANGUAGE SKILLS**

Communicate effectively and professionally in a positive manner orally and in writing. Possess and practice interpersonal skills.

### **MATHEMATICAL SKILLS**

Perform basic arithmetic calculations.

### **COMPUTER SKILLS**

Must be familiar with current business operating systems and Microsoft Office software.

### **REASONING ABILITY**

Read and understand Agency and Departmental procedures, regulations, MOU, and operating instructions. Provide instruction and guidance in the safe operation of buses and general Agency policies and procedures. Analyze situations related to Omnitrans, equipment, manning, accurately and make appropriate decisions or recommendations.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Possession of or ability to obtain a valid California driver's license (Class A or B) with air brake and passenger endorsements and a valid Medical Examiner's Certificate. A safe driving record is required.

### **OTHER SKILLS AND ABILITIES**

Dispatch buses and coach operators, reroute and reschedule vehicles and manpower as necessary and in emergencies. Work effectively under stress, field and/or emergency situations. Operate radio equipment and use of ten code system. Receive, transmit, and record information clearly, accurately, and legibly. Establish and maintain effective working relationships with others.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions for this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is frequently required to stand, walk, use hands to finger, handle or feel and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles and outside weather conditions. The noise level in the work environment is usually moderate.