



POSITION CLASSIFICATION DESCRIPTION

JOB TITLE: Dispatcher for MoCo Public Transportation

REPORTS TO: Transit Manager

FLSA STATUS:

DEPARTMENT: Montezuma Senior Services

DIVISION: Transportation

LOCATION: 107 N. Chestnut Cortez, Colorado

PREPARED BY/DATE:

APPROVED BY/DATE:

SUMMARY: The duties of the dispatcher includes but are not limited to answering phone calls and making reservations, help drivers navigate when needed. Must have a good driving record, will be in drug testing pool. Must have good phone skills.

ESSENTIAL DUTIES AND RESPONSIBILITIES: include the following. Other duties may be assigned. It is the intention to cross train this position with the Administrative Assistant.

- **Answer phones and take reservations for a ride.**
- **Enter name, address, pick-up times, destinations, appointment time onto the computer on the daily roster.**
- **Break up the reservations for the drivers manifests.**
- **Help drivers navigate when needed.**
- **Notify drivers when clients are ready to be picked-up from their appointments, cancelations.**
- **Dispatcher will fill in for a driver when needed, take a client home if there is going to be a long wait for the client before the drivers will be able to pick them up.**
- **Dispatch will notify drivers to let them know who works the next day and what time they will start. Keeping track of their hours to try to keep the hours of the drivers as equal as possible.**
- **Dispatch works Monday-Friday from 8:30 - 2:00 with a half an hour lunch. Possible extra hours if needed.**

COMPETENCY: To perform the job successfully, an individual should demonstrate the following competencies:

Problem Solving – Divide the schedule evenly between the drivers. Make sure one driver does not get all the wheelchair clients in a day.

Rotate days of work so each driver will have off a Monday and/ or Friday occasionally and not have to work every Monday and Friday.

Rotate schedules let all drivers have a day to go to Durango or Dove Creek.

Project Management - Assure that work and time is fair for all drivers

Technical Skills – Must know the excel program, how to run office equipment

Customer Service – Be courteous to clients and other employees when they may be unhappy.

Interpersonal – Treat all drivers equally, Maintains confidentiality.
Team Work - Contributes to building a positive team spirit; Supports everyone's efforts to succeed.
Written Communication - Writes clearly and informatively; Presents numerical data effectively.
Quality Management - Looks for ways to improve and promote quality in our services
Consciousness - Works within approved budget.
Innovation – Share with the Transit Manager and Assistant, your innovative approaches and ideas.
Planning/Organizing - Uses time efficiently.
Safety and Security - Observes safety and security procedures

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION/EXPERIENCE: Must have a knowledge of Montezuma County area. High School diploma.

LANGUAGE ABILITY: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to follow written instructions. Ability to speak effectively.

MATH ABILITY: Ability to look at a time sheet and figure how many hours each driver has worked so you can divide the hours evenly between drivers.

REASONING ABILITY: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.

COMPUTER SKILLS: To perform this job successfully, an individual must have knowledge of excel spreadsheets.

CERTIFICATES AND LICENSES: Must have a valid driver's license.

SUPERVISORY RESPONSIBILITIES: This job has no supervisory responsibilities.

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 outdoor weather conditions. The noise level in the work environment may be noisy.

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

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include Close vision, Distance vision, Peripheral vision, Depth perception and Ability to adjust focus. While performing the duties of this Job, the employee is regularly required to sit and use hands to finger, handle, or feel. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance; stoop, kneel, crouch, or crawl; talk or hear and taste or smell.

USE OF THIS JOB DESCRIPTION

***THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYMENT AGREEMENT BETWEEN THE COUNTY
AND THE INCUMBENT IN THE POSITION.***

Nothing in this position description restricts Montezuma County's ability to assign, reassign or eliminate duties and responsibilities of this job at any time. The description reflects Montezuma County's assignment of essential functions. It does not prescribe or restrict the tasks that may be assigned. Critical features of this job have been described. Those features may change at any time due to reasonable accommodation, as the needs of the County change or other reasons deemed appropriate by the County.

I have received the Human Resource Assistant Office job description dated 7/31/2014. I understand that I am to become familiar with its contents.

Signature of Employee

Name of Employee

Date