



## POSITION CLASSIFICATION DESCRIPTION

**Job Title:** Dispatcher, Montezuma County Public Transportation  
**Reports To:** MOCO Transit Manager  
**FLSA Status:** Full-time, exempt  
**Department:** Social Services  
**Salary Range:** \$16.00 hourly

### **SUMMARY:**

The duties of the Dispatcher include but are not limited to answering phone calls, making reservations, help drivers navigate when needed and daily coordination of transportation services. Must have a good driving record and will be in drug testing pool.

**ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:** *(The following statements are illustrative of the essential functions of the job and do not include other assigned duties)*

- Answer phones and take reservations for Montezuma County transportation needs
- 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, cancellations
- 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
- Monitor and coordinate drivers by notifying drivers who works the next day and what time they will start based on reservations
- Maintain driver hours to monitor time effectively
- Complete daily paperwork to include: Medicaid logs, AAA clients, HCBS transports, money logs to track private pay patrons and others as assigned
- Ability to utilize and manipulate a variety of spread sheets to track information
- Understand various databases and enter information accurately

### **Education:**

High School Diploma or equivalent

### **Experience:**

Preferred: Public transportation experience

### **Special Requirements:**

Valid Colorado Driver's License and satisfactory driving record. Must pass background check, drug screen and motor vehicle record check. Must complete and pass Colorado Adult Protective Services (CAPS) check.

### **Required Knowledge, Skills and Abilities:**

- General office procedures, policies and practices, as well as basic knowledge of standard office equipment to include computer, fax machine, copier, and telephone.
- Correct English usage, including spelling, grammar, punctuation, and vocabulary.

- Record keeping, filing and preparing clear and concise reports, correspondence and other written materials.
- Must be able to communicate orally and in writing with internal staff, citizens, and other departmental staff in order to give and receive information in a courteous manner.
- Ability to act with discretion, maintain confidentiality and be professional.
- Ability to multi-task
- Exceptional customer service skills

**Office Technology/Computer Skills:**

Must be able to effectively use modern office technology and equipment, including computers, calculators, telephone, copiers with scanning and faxing capabilities. Must have extensive experience in word processing, database manipulation, and email with a high degree of accuracy. Must be able to learn the software and programs related to the position and the County.

**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. While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to sit and stand for long periods of time; use hands and fingers to handle or feel; and reach with hands or arms. The employee is required to stand; walk; climb or balance; twist; stoop, kneel, crouch or crawl. Must be able to respond to the customers' needs and perform tasks requiring extensive hand and eye coordination. Dexterity of hands and fingers to operate a computer keyboard, mouse and other devices and objects. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Ability to work extended shifts and attend training when asked and the ability to work in stressful situations

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This job operates in a variety of environment that includes: inclement weather, poorly kept roads and transportation of unknown people. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. Ability to tolerate and be productive in a quiet to high noise level in the work place. Employee will have periodic exposure to hazards in the field such as driving and inclement weather and potentially hostile clientele. Exposure to computer screens. May visit client homes and encounter a variety of housekeeping standards and household pets. May be exposed to potential communicable health conditions and angry, hostile, frustrated individuals and those with behavioral and/or cognitive challenges. May travel to rural areas.

**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 Department of Social Services' ability to assign, reassign or eliminate duties and responsibilities of this job at any time. The description reflects Montezuma County Department of Social Services 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 Department change or other reasons deemed appropriate by Montezuma County Department of Social Services.

I have received the Dispatcher job description on \_\_\_\_\_. I understand that I am to become familiar with its contents.

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Signature of Employee

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Name of Employee

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Date