

**Agency:** Intercity Transit  
**Job Title:** Dial-A-Lift Dispatch Specialist  
**Department:** Operations  
**Division:** Dial-A-Lift  
**Reports To:** Dial-A-Lift Manager  
**FLSA Status:** Non-exempt  
**Pay Class:** 11  
**Prepared By:** Human Resources  
**Approved By:** Mike Harbour  
**Date:** February 26, 2003, Revised September 2009  
**Bargaining Unit:** Amalgamated Transit Union, Local 1765

### **SUMMARY**

Responsible for scheduling transportation of clients eligible for paratransit services under the American With Disabilities Act (ADA); responsible for the dispatch and effective utilization of Dial-A-Lift vans while maintaining high levels of customer service and efficient servicing of passengers and clients.

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

Provides Customer Service by receiving and scheduling immediate response and advanced reservation service requests by telephone, E-mail, fax and TTY utilizing ride scheduling software and established protocols; schedules trips on most appropriate vehicle run by identifying map coordinates, direction of travel and time constraints; coordinates rides with outside agencies as needed. Maintains paratransit service efficiency by identifying need, rescheduling trips to other vehicles and re-sequencing stop order.

Communicate via a two-way radio communication system, telephone and mobile data terminals to operators and supervisory personnel, following FCC regulations and procedures.

Handle customer inquiries and complaints and route as necessary with the objective of resolving situations in the minimum amount of time and at the lowest organizational level.

Assist operators with procedural questions; provide information to operators regarding passenger services; ensure operators have correct and necessary information for their manifest; provide location of address and points of interest as needed; maintain files.

Coordinate with Maintenance Department staff on repairs and emergency situations.

Prepare correspondence and/or follow-up materials for potential clients and current users of System services.

Prepare reports and forms that support the Dial-A-Lift operation.

Order supplies and perform copying and distribution of materials and information tasks.

Represent the division by serving on committees and attending meetings as assigned.

Maintain confidentiality of departmental information.

### **SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities.

### **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 and/or EXPERIENCE**

High school diploma or general education degree (GED); two years of college-level or technical school related courses; two years related experience and/or training; or equivalent combination of education and experience. Computer Experience including familiarization with Excel and MS Word programs preferred.

### **LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

### **REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

### **LICENSES AND CERTIFICATES**

None required.

*Effective May 18, 2009:* Must pass a Washington State Patrol and/or other agency type background check.

### **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 sit, use hands to finger, handle or feel; and talk or hear. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, 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.

The noise level in the work environment (office setting) is usually moderate. However, radio communication equipment is present in the work setting.