

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: Melody Johnson
Approved By: Mike Harbour
Date: February 26, 2003
Bargaining Unit: Amalgamated Transit Union, Local 1765

SUMMARY

Responsible for scheduling transportation of clients eligible for services under the American With Disabilities Act (ADA); responsible for the dispatch and the effective utilization of the dial-a-lift vans while ensuring efficient servicing of the passengers and clients.

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

Receives immediate response and advanced reservation service requests by telephone and fax; schedules trips on most appropriate tour by identifying map coordinates, direction of travel and time constraints; coordinates rides with outside agencies as needed. Maintains service efficiency by identifying need, rescheduling trips to other vehicles and re-sequencing stop order.

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

Handle customer inquiries and complaints and routes 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; provides 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.

Coordinates 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.

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

Maintains 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.

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.

Revised 11/07 to reflect change in Union Local #.