

**Jackson County Mass Transit District
JOB DESCRIPTION**

DISPATCH SUPERVISOR

Summary Description

Under the general supervision of the Operations Manager; trains/teaches/coaches Dispatchers on customer service, transportation software knowledge and usage, answers customer calls, dispatches buses in an efficient manner, and performs a variety of clerical duties including typing and the maintenance of records. This position is in a fast-moving environment so candidate must be able to multi-task and complete tasks in a timely manner.

Duties/Responsibilities

Supervises all dispatch staff including but not limited to; trains/teaches/coaches dispatchers on customer service, trains dispatchers on transportation software, receives written and phone requests for transportation, use correct radio procedures, answer incoming calls, research and determine appropriate transportation options, requests payment approval from outside agencies by phone or online, assigns and schedules customer reservations in an efficient manner, record complete trip information, complete and record out of county and special trip request forms in writing or by computer program as appropriate, denial forms, and outreach forms, balance, check and correct input, run service reports, be courteous to customers and other agency representatives.

Employment Standards

Education/experience: Any combination of education and experience providing the required skill and knowledge for successful performance would be qualifying. Typical qualifications would be completion of an Associate's Degree or its equivalent with major course work in business practices or 2 years' Supervisory experience **AND** 2 years Dispatch experience.

1. Associates Degree or higher (2-year supervisory experience equivalent)
2. Dispatch experience—2 years
3. No driving infractions last 2 years

Knowledge: Moderate computer skills, ability to learn dispatch software, elements of correct English usage, spelling, vocabulary, grammar, and arithmetic; modern office equipment and practices; filing systems.

Skills: Successfully train/coach/teach customer service to Dispatchers, train/coach/teach transportation software, follow oral and written instructions; successfully giving oral and written instructions; successfully completing required training; performing routine clerical work; reading and writing at the level required for successful job performance; learning to operate standard office equipment; learning rules, methods, and policies of the work place; spelling correctly,

using correct English, and making arithmetic calculations; typing at a speed of not less than 45 words per minute from clear copy; be courteous to passengers and to the general public while working cooperatively with others.

Special qualifications: Ability to work any shift during a 24-hour period, and on weekends and holidays. Ability to stoop, bend and kneel; maneuver and secure wheelchair passengers and assist other disabled passengers as required by ADA regulations; Evacuate passengers in the event of an emergency; Ability to lift 50 pounds; Maintaining a good driving record; Accidents in JCMTD vehicles could result in termination regardless of fault determination.

Licenses: Possession of a valid Class C Illinois Drivers license. Failure to obtain or loss of license is cause for termination.

Full-time positions are eligible to participate in the group health plan after 90 days.

Retirement plan available for participation.

Pay commensurate with education and experience.

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required by their supervisor.

Effective Date

Signature

Date

JCMTD Representative

Date