**Jackson County Mass Transit District**

**JOB DESCRIPTION**

**DISPATCHER**

**Summary Description**

Under the general supervision of the Operations Manager and Dispatch Supervisor, dispatches buses in an efficient manner; performs a variety of clerical duties including typing and the maintenance of records. This position is fast-paced and an ability to multi-task is essential.

**Exemplary Duties/Responsibilities**

Receives written and phone requests for transportation; answer and log all incoming and outgoing 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 the twelfth (12) grades or its equivalent with major course work in business practices and typing.

1. High School diploma or G.E.D. equivalent
2. Previous Dispatch/radio experience
3. Willing to learn and grow with the organization

*Knowledge:* Basic computer skills, elements of correct English usage, spelling, vocabulary, grammar, and arithmetic; modern office equipment and practices; filing systems.

*Skills:* Following 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.

**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.**

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# **Effective Date**

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**Signature Date**

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**JCMTD Representative Date**