

**Jackson County Mass Transit District  
JOB DESCRIPTION**

**ASSISTANT OPERATIONS MANAGER**

**Summary Description**

Under the general supervision of the Operations Manager; trains/teaches/coaches Dispatchers/Drivers 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 and drives vehicles when necessary. This position is in a fast-moving environment, so candidate must be able to multi-task and complete tasks in a timely manner. Also supports the OM in various other tasks as needed. The Assistant Operations Manager is expected to handle customer complaints and enforce disciplinary action for dispatch and drive staff.

**Duties/Responsibilities**

Supervises all dispatch staff including but not limited to; trains/teaches/coaches dispatchers and drivers on customer service, trains dispatchers on transportation software, uses correct radio procedures, answers incoming calls, researches and determines appropriate transportation options, assigns and schedules customer reservations in an efficient manner, record complete trip information, complete and record any denial forms, and outreach forms, balance, check and correct input, run service reports, be courteous to customers and other agency representatives. Creates the work schedule for Dispatchers and Drivers as well as works with all drivers to ensure they are correctly filling out trip sheets and logging correct information in the database. May drive bus routes as needed and may be on call during non-working hours.

**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 Bachelor's Degree or its equivalent with major course work in business practices (or 3 years' supervisory experience) **AND** 2 years Operations experience.

1. Bachelor's Degree (3-year supervisory experience equivalent)
2. Operations experience –2 years
3. Dispatch experience
4. 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/Drivers, 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.**

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**Effective Date**

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**JCMTD Representative**

\_\_\_\_\_  
**Date**