

Employee Position Description

Title: Dispatch Supervisor

Operations Department

Reports To: President and Chief Operating Officer

Qualifications:

Must possess a comprehensive knowledge of the structure, mission and operational aspects of transit operations. Must have “hands-on” experience in dispatching and at least five years of experience in the transportation industry including three years of supervisory or administrative experience. Must have excellent knowledge of city streets, landmarks and institutions. Position requires excellent communications skills in person, over the phone and on a two-way radio. A college degree is preferred, but a combination of education and experience relating to this position is acceptable. An ability to establish credibility at all levels within the organization is essential.

Duties and Responsibilities:

1. Communicate necessary issues with the COTR as needed reporting no shows, wait times, accidents and customer scheduling issues, etc.
2. Maintain a professional and businesslike decorum in the dispatch room at all times.
3. Ensure that company dispatch room procedures are understood and utilized.
4. Maintain the periodic file of subscription riders and a list of changes for the computer ticket printer.
5. Fill in with any and all dispatch room duties as needed as well as being prepared to fill in as driver if needed.
6. Supervise all dispatch room activity regarding dispatchers, statistics and records, and related driver functions.
7. Assist with administrative duties as assigned.
8. Perform the scheduler, dispatch and reservationist functions as scheduled
9. Handle complaints at the dispatch room level and decide when to refer them to supervision.
10. Compile employee time cards; log and record absences and tardies for submission to supervision.
11. Ensure that dispatch room personnel breaks and lunches are provided for if needed.
12. Complete and post a driver and dispatch room personnel work schedule by Wednesday noon and establish a deadline for shift-change requests.