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ALTRAN Job Description

TITLE: Dispatcher

GENERAL SUMMARY

Under the direct supervision of the Executive Director and Operations Manager along with the general direction of the Lead Dispatcher, dispatches all calls and assigns these calls to specific buses; processing outgoing mail; tallies driver logs and enters data; and reconciles daily fare boxes.

Typical Duties

1. Takes customer requests for services over the telephone and responds with accurate expected pick-up time – Estimated Time of Arrival (ETA);
2. On a computerized dispatching software program, enters and schedules, rides, riders, locations, vehicles, and drivers; processes and files pre-booked and standing orders;
3. Responsible for monitoring Dispatching Console/Board for accuracy and timeliness of passenger and driver assignments;
4. In a courteous and professional manner, handles multiple incoming phone calls back to back in conjunction with radio dispatch communications;
5. Groups service requests into routes and assigns them to vehicles;
6. Monitors vehicle locations and movement pattern via automatic vehicle locators;
7. Radios and/or electronically dispatches set of pick-up addresses to drivers, using correct FCC radio procedures and/or mobile data terminals (MDT's);
8. Handles customer purchases, using cash, credit cards, and/or Square services;
9. Prepare Driver Manifest and confirm accuracy of scheduled assignments and fares;
10. Reconciles driver's logs with collected farebox revenues;
11. Answers informational calls about services provided;
12. Responds to emergency situations, as needed;
13. Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the organization.

The above statements are intended to describe the general nature and level of work being performed by people assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel. ALTRAN must make

accommodations for disabled job applicants and employees where the accommodations do not impose an undue hardship on the employer.

MINIMUM EMPLOYMENT QUALIFICATIONS

Education: High School education or G.E.D.
Minimum Chauffer's License
Experience: Will train right individual
Other Requirements: Must submit to pre-employment drug testing
Pass a Background Check

Qualifications:

1. Must have excellent customer service skills and the ability to maintain confidentiality;
2. Professional, positive attitude with pleasant demeanor;
3. Must be computer proficient, ability to multi-task, and have excellent comprehension skills;
4. Excellent attention to detail;
5. Excellent communication and customer relations skills;
6. Good reading, writing, and mathematical skills;
7. Good decision-making and problem-solving skills;
8. Good computer skills using spreadsheets and databases;
9. Ability to guide and direct drivers;
10. Ability to efficiently organize data and resources;
11. Ability to effectively communicate via 2-way radios and telephones;
12. Ability to read maps and to provide written/oral directions and instructions;
13. Ability to multitask, change focus quickly, and work with others to complete tasks;
14. Ability to perform effectively in a busy and possible emergency situation;
15. May be asked to perform driver duties on an as needed basis.

Estimated On-The-Job Training Period: One (1) year minimum

Physical Effort Required: Limited; may involve lifting or moving objects up to 30 lbs.

Requirement: Random Drug & Alcohol Testing

The qualifications above are guidelines: alternative qualifications may be substituted if sufficient to perform the duties.

I acknowledge that I have read the Job Description and I understand what will be expected of me. I further acknowledge that the above statements are intended to describe the general nature and level of work being performed by people assigned to this job and they are not intended to be an exhaustive list of all responsibilities, duties, skills, or working conditions. I also understand that I am an AT-WILL employee of Alger Transit Authority-ALTRAN and that this Job Description does not constitute a contract of employment.

Signature_____

Date_____