CITY OF
SIMI VALLEY

SENIOR TRANSIT DISPATCHER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under general supervision, leads, oversees, and participates in performing public transportation and paratransit (Americans with Disabilities Act/Dial-A-Ride) scheduling, routing and dispatching duties; operates a variety of communication equipment, including two-way radio, telephone, computer mobile dispatch terminal and scheduling systems; creates, maintains and monitors computerized driver manifests/schedules; and responds to requests for service and provides a variety of information to passengers and the general public.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey-level class in the Transit Dispatcher series. Positions at this level are distinguished from Transit Dispatcher by having primary accountability for Transit Dispatch leadership, as well as training and project coordination responsibilities. Employees in this class perform the most difficult and responsible dispatch duties, including the performance of lead worker duties.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Oversee and provide public transportation and paratransit dispatching and routing services to seniors, disabled individuals certified under the Americans with Disabilities Act (ADA) and the general public; dispatch fixed-route and paratransit vehicles as appropriate.

2. Prioritize, plan and oversee projects and workload for the assigned unit; delegate work and provide training to subordinate staff.

3. Serve as the primary point of contact in working with supervisory staff and customers in resolving customer issues and Transit concerns related to dispatch services.

4. Attend ADA Paratransit Advisory committee meetings, as required.

5. Perform on-going coordination of the Trapeze computer-aided dispatching program.

6. Verify the work of assigned staff; ensure adherence to established guidelines, rules and regulations; assist in hiring and evaluating the performance of staff.

7. Work with management in establishing and overseeing goals and objectives for assigned unit.

8. Create, maintain and monitor computerized daily manifests/schedules for dispatching and routing transit services; modify and update schedules to improve services.

9. Monitor computer, mobile data terminals and the two-way radio for information regarding scheduling issues and field situations; notify supervisor of situations requiring attention.

10. Receive, screen, maintain and update Dial-A-Ride applications for mobility-impaired public transportation services.

11. Perform a wide variety of clerical duties including answering a multi-line phone, receiving and sorting mail, and data entry and typing duties; maintain accurate records, logs and files on transportation and paratransit services; oversee the preparation/accuracy of monthly reports.

12. Perform daily fare revenue count; create bank deposit bags and deposit slips.

13. Provide a variety of public transportation information to passengers, the general public and other public agencies; attend public functions to provide information to the public regarding transit services; provide quality customer service and respond to public inquiries and requests for service in a courteous manner.

14. Respond to the activation of the City's emergency operation center by assisting in the coordination of transportation for emergency personnel, resources, equipment and supplies as needed.

15. Assist clerical support staff with other general office duties as needed.

16. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Principles of lead supervision and training.
Basic principles and practices of project coordination.
Methods and techniques of delivering public transportation and paratransit services to seniors and disabled persons certified under the ADA.
Methods and techniques of dispatching commercial passenger vehicles.
Correct English usage, spelling, grammar and punctuation.
Modern office procedures, methods and equipment including computers and applicable software applications.
Principles and procedures of record keeping.
Dispatching techniques with the use of two-way radio systems for communicating and receiving information.
Streets, landmarks, and geography of the City of Simi Valley.
Pertinent federal, state and local laws, codes and regulations governing public transportation for seniors and individuals certified under the ADA.

Ability to:

Lead, organize, train, assign and review the work of staff.
Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
Interpret, explain, and enforce department policies and procedures.
Understand, interpret, explain, and apply applicable federal, state, and local policies, laws, and regulations.
Create and maintain a detailed schedule for providing dispatching services.
Respond in a courteous manner to requests and inquiries from the general public.
Effectively handle difficult and sensitive citizen inquiries and complaints.
Understand and follow oral and written instructions.
Operate office equipment including two-way radios, computers and supporting word processing, spreadsheet, and database applications.
Adapt to changing technologies and learn functionality of new equipment and systems.
Perform a wide variety of general clerical duties.
Maintain accurate and complete records of transportation and paratransit services.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the*

required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by specialized training in communications or a related field.

Experience:

Three years of increasingly responsible communications, dispatch or clerical experience. Lead supervisory experience is desirable.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Standard office setting; exposure to computer screens; may be required to work holidays and weekends.

Physical: Essential and marginal functions may require maintaining physical condition necessary for sitting or walking for prolonged periods of time; extensive use of computer keyboard.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents.

Hearing: Hear in the normal audio range with or without correction.

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