



CORPUS CHRISTI REGIONAL TRANSPORTATION AUTHORITY

JOB POSTING #2022-21

CLOSING DATE: OPEN UNTIL FILLED

Job Title: Dispatcher

FLSA Status: Non-Exempt

Work Location: 5658 Bear Lane & as assigned

Department: Transportation

Report To: Director of Transportation

Grade: 21

Salary: \$23.72/Hourly

General Summary: Under general supervision of the Director of Transportation, and direct supervision of the Dispatch Operations Administrator, this position regularly exercises independent actions in dispatching operators to buses ensuring on-time delivery of service; provides assistance to Bus Operators through radio or phone communications.

Essential and Marginal Job Functions: Essential and other important responsibilities and duties that must be performed, with or without reasonable accommodation may include, but are not limited to, the following:

- Ensures on-time, safe, and professional delivery of service by verifying bus and operator availability.
- Responsible for daily recording and distribution of Operator attendance, schedule adjustments, and other required reports that are required by management.
- Manages workforce to ensure Operators are within hourly work limits.
- May be required to report to work without prior notice due to unplanned work schedule adjustments.
- Checks operators as to physical and mental ability to drive, appearance of uniforms and grooming.
- Assigns operators to buses.
- Dispatches operators and responds to radio requests for route and schedule assistance.
- Must learn and be proficient in the use of AVL/CAD dispatch software and other software packages, and learn new technologies and they are on boarded.
- Must swap out fare canisters from bus fare vaults.
- Inventories and accounts for Lost and Found items.
- Responds to mechanical breakdowns, communicates with Vehicle Maintenance, and suggest solutions to any problems created.
- Controls Administration/Operations building by opening the building, checking operators' room for cleanliness and securing building at night.
- Prepares checkout sheets.
- Obtains bus transfers for issuance to operators the following day; provide route and schedule information to the public.
- Responsible for minimizing schedule disruptions by timely responding to operator concerns (mechanical, customer, accidents) and devising workable solutions.
- Interprets, promotes and ensures Bus Operators' adherence to all CCRTA rules, guidelines, goals and objectives.
- Assists in coordinating effective and timely pull-outs and pull-ins and premises security.
- Prepares all required written reports, records, and other required written documentation in a complete and accurate form and submits on a timely basis.
- Communicates courteously and appropriately with public to provide information and deal calmly and efficiently with emergency situations while maintaining safe and orderly service.
- Works variable shifts, irregular hours and to be available for work on short notice in variable weather conditions and overtime as required to meet Regional Transportation Authority goals and objectives.
- Maintains an exemplary attendance record.
- Complies with Corpus Christi Regional Transportation Authority policies and procedures and local, state and government regulations.
- Maintains confidentiality regarding all CCRTA-related business information and personnel issues.
- Establishes & maintains effective and professional working relationships with those contacted in the course of work.
- Performs other duties as assigned.

It is the CCRTA's business philosophy and practice to provide reasonable accommodation to the known physical or mental disabilities of qualified individuals, according to applicable state and federal law. To request a reasonable accommodation regarding application for employment or the performance of the essential functions of your job, please contact the Human Resources Department at (361) 289-2712.

Qualifications include:

Knowledge of:

- Traffic regulations and general familiarity with City and surrounding areas;
- Bus pull-in and pull-out procedures;
- Working knowledge of related hazards and the sound safety precautions and practices utilized throughout the transit industry;
- Effective administrative, time management and supervisory skills;
- Demonstrated superior verbal and written communication skills;
- Demonstrated problem solving skills; and
- Correct English usage, spelling and vocabulary.

Ability to:

- Read and comprehend a map in order to learn City streets and major landmarks;
- Schedule manpower and equipment in an efficient manner;
- Learn bus and van routes and transit rules and regulations;
- Comply with local traffic, DOT and FTA regulations concerning operation of CCRTA vehicles and adherence to safety sensitive position;
- Interact courteously and effectively with a diverse internal customer base;
- Work immediately before, during or immediately after an emergency as required as part of the CCRTA's Emergency Response Team to provide emergency services to the general public during emergency situations;
- Communicate effectively both verbally and in writing;
- Willingly foster a positive work environment;
- Understand and follow oral and written instructions; and
- Maintain a neat, professional, appearance and be able to communicate effectively at all times, particularly during high stress periods.

Skills:

- Effective interpersonal skills suitable for effective interaction with the public, superiors and subordinates;
- Effective oral and written communication skills (including two-way radio);
- Strong Customer Service skills; and
- Bilingual skills, in Spanish, are preferred; and
- Proficiency in Microsoft Office (Word/Excel/PowerPoint/Trapezee/FleetNet and/or similar application(s)).

Experience and Training Requirements:

This position requires any equivalent combination of the following training, education and experience that provides the individual with the required knowledge, skills, and abilities to perform the job.

- **Education:** Associates degree in Business or related field.
- **Experience:** Minimum three (3) years related experience, preferably in Public Transportation.
- **License or certificate:** Must possess a valid Texas Driver's License.
- **Other Requirements:** Must be at least 18 years of age. Any job offer and continued employment is contingent upon completing and passing a pre-employment job agility evaluation, Department of Transportation physical, drug and alcohol screen and background investigation with not more than two moving violations or accidents in the past three years, no more than one DWI/DUI in a lifetime, and no DWI/DUI in the past five years.

Working Conditions and Physical Requirements:

Works primarily in a typical, climate controlled office environment. Average amount of overtime and extended work hours are required. The noise level in the work environment is usually moderate. While performing the duties of the job, the employee occasionally works in outside weather conditions. Standard physical activity includes, but is not limited to, sitting, standing, and walking activities. Overtime and extended work hours are required. The noise level in the work environment is moderate to high. Essential & marginal functions require the ability to grasp with both hands, twist both wrists, use both arms to push, pull, hold, and carry items, bend, kneel, squat, climb, and twist safely. Work requires the ability to lift up to 50 lbs. Work requires the ability to periodically lift up to 50 lbs.

CCRTA is proud to be an Equal Employment Opportunity Employer, supporting diversity in the workplace. M/F/D/V