

Transportation

Northeast Colorado Association of Local Governments (NECALG)

County Express Dispatcher

JOB TITLE: County Express Dispatcher Full-time (\$16.00/hr. \$16.50/hr. with CDL)
DEPARTMENT: Transportation

GENERAL JOB DESCRIPTION

Dispatchers must be able to promptly respond to requests for transit service and coordinate out of area trips with adjacent dispatch centers and central office including trip purpose, driver, wheelchair or medical client, bus number and time of trip and route all while maintaining a calm polite and professional attitude.

JOB REQUIREMENTS AND RESPONSIBILITIES

- Supervisory experience is preferred.
- Must have general knowledge of computers and basic Microsoft Word and Excel programs and be able to learn and operate the ParaPlan program.
- Be able to respond intelligently to emergencies about both vehicle and passenger.
- Must be able to multi-task (operate telephone, computer, and radio).
- Colorado Driver's License is a requirement of the position. Commercial Driver's License (CDL) with a passenger endorsement is preferred. All applicants must provide a copy of their driving record from the Department of Motor Vehicles.
- Familiarization of FTA rules and regulations is preferred.
- Must be able to stand for thirty minutes and be able to complete pre-check of vehicles or to verify that the driver has completed the pre-check of assigned vehicles.
- A pre-employment drug test is required. Other required drug tests include random testing, post-accident and reasonable suspicion. Mandatory termination if the individual employee exceeds drug and alcohol limits or for refusal of test.
- Schedule trips within community or service area.
- Coordinate out of area trips with dispatch centers and central office including trip purpose, driver, wheelchair or medical client, bus number and time of trip and route.
- Ensure bus drivers have emergency number on bus, radio and cell phone are operating properly.
- Coordinate with central office on any incidents and make sure incident/accident report forms are filled out promptly.
- All workman's compensation forms are to be filled out immediately so we can obtain claim number
- Sale of County Express tickets. Insure there is an ample supply available
- Work with Central office and other dispatch centers to coordinate Medicaid and Banner transportation requests.
- Count fares revenue from bus drivers and deposit to NE CALG/County Express account or forward to accounts receivable office.
- Make sure fuel/pre-post trips records are sent to the proper office.
- Complete and submit reports or forms required. Assist central office in tracking ridership and provide other support services requested.
- Assist in marketing transit service within your communities and counties to increase ridership for our transit systems. Assist in responding to citizen complaints after notification to Transportation Director.
- Promote and encourage safety first with our drivers and always remember we are always providing customer service.

- Ability to work efficiently and pleasantly under pressure.
- Ability to work cooperatively as part of the County Express Team.
- And all other such duties.