



## OPERATIONS DISPATCHER

Company Name: Capital Area Transit System

Position Type: Fulltime

Location: Baton Rouge

The Capital Area Transit System, commonly referred to as CATS, provides bus services to residents of and visitors to Baton Rouge and Baker, Louisiana.

**CATS Mission Statement:** Enriching the lives of our customers and communities by offering independence and safety ... connecting you to what matters.

**CATS Vision:**

- Safety First
- Customer-Focused
- Drive Economic Excellence
- Integrity in Everything We Do
- Social and Environmental Responsibility

**CATS Governance:** CATS is governed by a nine-member Board of Commissioners, which meets monthly to handle the business of the agency. The CATS Board hires a CEO to manage the day-to-day functions of the agency and implement its strategic visions for the system. CATS is an independent agency from the City-Parish government, funded by a combination of a local millage, self-generated funds, and state and federal transportation dollars. The Baton Rouge Metro Council appoints the nine members of the CATS Board of Commissioners.

**Summary/Objective:**

This position is responsible for maintaining day to day operations schedules for CATS by initiating and responding to radio calls to and from bus operators. The Dispatcher receives and interprets information to determine the flow of communication; prioritizes incoming calls and ensures that the system operated efficiently.

### **Essential Functions:**

- Monitor the bus control display board and radio communication to determine revenue operations status, including bus movements.
- Conducts timely public address announcements concerning bus or terminal operations, delays, incidents, bus location, and public service concerns.
- Ensure all shift work assignments are coordinated and satisfied daily.
- Communicates information to various operations staff concerning passenger flow, incidents, etc. via telephone, two-way radio and intercom systems.
- Provides support to supervisor by making police calls and relaying information to operations and maintenance staff regarding incidents, or accidents.
- Supports with the coordination of bus connections with other transit agencies in the event of an emergency.
- Performs other duties of a similar nature or level.

### **Education, Knowledge and Skills:**

- High school diploma or GED equivalent; 2 to 5 years of experience in related field including in transit (preferably dispatch); or an equivalent combination of education and experience.
- Proficiency to communicate effectively both in oral & written format
- Knowledge of transportation operational procedures
- Familiarity of basic computer hardware, and software operating principles
- Ability to establish and maintain effective working relationships with those encountered during the day to day functions
- Capacity to exercise sound judgment within established guidelines
- Work independently and with minimum supervision operating a variety of communication systems
- Applicable federal, state, and local laws, codes, and regulations
- Check bus routes to ensure integrity of schedules. Maintain a variety of records and files related to driver leave, assignment, etc
- Prioritizing and assigning schedules
- Participates in analysis and review of operating performance
- Inspects all uniforms and employee hygiene to confirm compliance with the rules and regulations of CATS
- Provides aid with the coordination of bus connections with other transit agencies in the event of emergency



- Responsible for influencing positive employee morale
- Scheduling and inspecting preventive maintenance on applicable equipment

#### **How to apply:**

Please submit an application and resume to: [catscareers@brcats.com](mailto:catscareers@brcats.com). Applications will be accepted until suitable candidate(s) are selected.

***CATS provides equal employment opportunities (EEO) to all employees and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfers, leaves of absence, compensation and training.***

*We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by law.*