Capital Area Transit System

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| DEPARTMENT: | Operations |
| POSITION: | Operations Dispatcher |
| OPENING DATE: | August 5, 2022 |
| CLOSING DATE: | August 19, 2022 |
| RECRUITMENT TYPE: | Internal / External |

OPERATIONS DISPATCHER

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 work
* Monitoring and evaluating necessary functions in Route Match
* 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

Please submit a cover letter and resume to: [lshelton@brcats.com](mailto:lshelton@brcats.com). Submittal must be received no later than Friday, April 19, 2022.

Capital Area Transit System (CATS) is an Equal Employment Opportunity employer. CATS does not discriminate against any applicant or employee on the basis of race, color, sex, religion, national origin, age, disability, or any other consideration made unlawful by applicable federal, state or local laws.