

# JOB OPPORTUNITIES

## CAPITAL AREA TRANSIT SYSTEM



### Operations Dispatcher

**LOCATION:**

2250 FLORIDA BLVD.

5700 FLORIDA BLVD.

**JOB POSTING DATE:**

6.21.2017

**APPLICATION PROCEDURE:**

Submit an Employee  
Application along with your  
resume to Human Resources.

HR Fax: 225-346-3249

Email: [careers@brcats.com](mailto:careers@brcats.com)

**CAPITAL AREA  
TRANSIT SYSTEM**

2250 Florida Boulevard  
Baton Rouge, LA 70802

Phone: 225.389.8920

Fax: 225.389.8919

**JOB TITLE:** Operations Dispatcher

**FLSA STATUS:** Exempt

**SUPERVISION RECEIVED FROM:** Operations Manager

**DEPARTMENT:** Operations

**WORK SCHEDULE:** Varies depending on schedule

**SUPERVISION EXERCISED OVER:** N/A

**MINIMUM QUALIFICATIONS:** A high school diploma or equivalent and two to five years' experience in transit (preferably dispatch) . Must be experienced in utilizing computerized systems. Must have the ability to work in a fast paced environment. Must be able to handle multiple tasks simultaneously and maintain composure under pressure. Candidate must demonstrate a high customer service commitment.

**Preferred Qualifications:** A bachelor's degree in any field and some dispatch experience.

**SUMMARY\*:**

The Operations Dispatcher maintains day-to-day operation schedules for CATS by initiating and responding to radio calls to and from bus operators, providing timely and up to date information on bus operations to passengers, staff, news media, supervisors and maintenance personnel. Positions are assigned to a centralized location , from which the incumbent can monitor system status using a variety of electronic equipment. The Dispatcher receives and interprets information to determine the flow of communication; prioritizes incoming calls and ensures that the system operates efficiently. The incumbent must organize and conduct activities to assure safe, cost-effective, on-time operating performance.

**ESSENTIAL DUTIES:**

Monitors the bus control display board and radio communications to determine revenue operations status, including bus movements. Assigns and fills all shift work assignments daily. Responsible for influencing positive employee morale. Participates in analysis and review of operating performance. Provides back up to the supervisors and controllers by making the police calls and relays information to operations staff and maintenance staff regarding incidents or accidents. Assists with the coordination of bus connections with other transit agencies in the event of an emergency. Performs data entry in order to maintain records and generate reports. Check bus routes to ensure integrity of schedules. Maintains a variety of records and files related to driver leave, assignments, etc. Assigns buses on the AVL system Inspects all uniforms and employee hygiene to ensure compliance with the rules and regulations of CATS. Maintenance and filing of trip sheets.

Capital Area Transit System (CATS) provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, CATS complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.