



Job Description

Job Title:	Dispatcher	Job Grade:	12
FLSA Status:	Non-Exempt	Reports To:	Transportation Director
Approved By:		Date:	07/30/2019

Job Purpose: The transit dispatcher is responsible for various duties related to the scheduling of rides to drivers.

Essential Functions include the following. Other duties may be assigned.

1. Answers multi-line telephones.
2. Schedules bus rides in the computer aided dispatching web-based system.
3. Dispatches scheduled rides to drivers.
4. Handles customer requests at the service window.
5. Records fares as drivers complete their shifts.
6. Follows all accident and emergency procedures as outlined in the Finney County Employee Drivers' Handbook.
7. Checks radio and TV for inclement weather and possible school closings. If USD 457 closes before start of business, the FCT office and buses will also be closed. The FCCA Executive Director may override the USD 457 decision and declare the FCT office and buses will run. In the event Garden City offices are closed, but regional offices are open dispatchers still need to dispatch.
8. Attends training sessions and staff meetings relevant to the job.

Additional Responsibilities:

1. Performs additional duties as assigned.

Qualifications and Requirements: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. High school diploma or GED
2. Must be able to read, write and follow a written schedule in English.
3. Must complete Defensive Driving and CPR Certification and First Aid provided by Finney County.
4. Computer skills are required in order to use the computer aided dispatching software.
5. Must have the ability to perform simple math and read basic maps.
6. Time management skills are required in order to keep on schedule.
7. Must be able to work self-directed and assist drivers in the absence of the director and asst. director.
8. The ability to communicate on a 2-way radio in English is required.
9. Must pass ongoing drug urine and breath alcohol tests as mandated by KDOT.
10. Excellent customer service skills with the ability to interact in a positive and professional manner to develop and maintain strong working relationships with customers, co-workers, and management.
11. Handles issues in the best interest of both customer and company.
12. Ability to use basic office equipment, such as copy machine, fax machine, computer, printer, adding machine, and multi-line telephone system 2 way radio; operate computer software, to include, Reveal and Microsoft Office products.
13. Data entry skills including speed and accuracy.
14. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to sit or stand; use hands to finger, handle, or feel; and reach with hands and arms. The employee must occasionally walk and lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.
15. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The work environment is usually well lit, heated and/or air-



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conditioned indoor office setting with adequate ventilation. The noise level in the work environment is usually moderate. This position may require some out of town travel.

16. Must wear uniform shirts and business casual pants, per FCCA personnel policy manual.

This job description was reviewed with me and I understand that nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. This job description is not intended as a contract of employment, nor to be construed as a guarantee of employment for any specific period of time or any specific type of work.

Employee Signature: _____

Date: _____

Revision Records			
Revision Number	Author	Date	Description
0	TAG	06/01/2019	Created