

# INCA Community Services

## Job Description



<b>Title:</b>	Dispatcher	<b>Reports to:</b>	Route Supervisor Transit Operations Director
<b>Program:</b>	Multi-Programs	<b>Status:</b>	Non/Exempt Full Time 40 Hours/ Full Benefits
<b>Approved:</b>	August 2020	<b>Wage:</b>	See Salary Scale

**Benefits:** Health, Dental, and Life Insurance, Sick and Annual Leave, Retirement Program (401k), Social Security, Worker's Compensation Insurance and Unemployment Insurance, 12 Paid holidays and Birthday Holiday after the first year of employment.

### Job Summary:

The Dispatcher is responsible for projecting a positive image of the agency at all times. Responsible for receiving visitors and routing incoming telephone calls. Provides secretarial/clerical assistance. Performs general office duties including, but not limited to filing, word processing, data entry, sorting and distributing mail and stocking supplies. Must be familiar with the community resources to make referrals to other sources for assistance that cannot be provided by the agency. Under general supervision, serves as the Dispatcher for the public transit system, operates communication systems utilizing telephone and computer equipment to provide assistance to Bus Drivers and the public; provides information to the public; dispatches personnel and equipment in response to service requests. This is a safety sensitive position. The dispatcher is responsible for being of a clear mind and creating a safe work environment, not only by diligently following established work guidelines but also following the Department of Transportation's guidelines on drug and alcohol misuse. As a relief driver operates a transit vehicle over an assigned route when necessary; collects fares and drives with due respect to safety and comfort of passengers and time schedules.

*This position has episodic access to a vulnerable population. It is a safety sensitive position.*

**Position requires availability to work various shifts on weekdays, weekends, evenings, and holidays.**

### Responsibilities and Duties:

#### Dispatcher Duties:

1. Coordinates and dispatches all bus driver assignments for public transit services in a timely manner.
2. Provides instruction and direction for operators to safely get rider from pickup to destination.
3. Identifies, checks and reports operational problems and incidents to supervisors; makes recommendations and proposes solutions to operational issues;
4. Greets customers, answers questions regarding routes and time schedules concerning JAMM Transit.
5. Assist with the verification of transportation requests with contracted transportation (such as: SoonerRide, TANF, SODA) and arrange transportation for their clients.
6. Notifies riders (when needed) no later than noon the day before a requested ride, the name of the driver and pick up time and/or informs the rider if no drivers are available.
7. Respond to emergency situations as requested including hazardous and severe weather conditions. Coordinate with supervisors, police, and other dispatches as required.

#### Receptionist Duties:

1. Greet office visitors and respond to their needs. Route all visitors to appropriate staff persons. Answer incoming telephone calls and forward to appropriate staff. Relay messages to staff members when the staff member called is unavailable at the time of the call. Keeps a written log of all incoming calls and visitors.

2. Open, date, sort and route incoming mail. Prepares outgoing mail.
3. Performs routine typing, filing and other similar clerical duties as need by various programs.
4. Transfers agency data and other source documentation to various websites depending on programs. Provides support by ensuring all agency data is entered accurately and completely into the website or program in a timely manner. Primarily responsible for Transit Assistant data input.
5. Completes intake information and directs clients to the Community Specialist.
  - a. Assist with Outreach Services such as: Food Banks, Referrals, Medical Equipment Lending Closet, and various other programs as assigned
6. Communicates necessary business information or issues to the immediate supervisor or other staff members as appropriate.
7. Maintain front office equipment and supplies: Operate, clean regularly, and recommend to the supervisor maintenance needs for all office equipment (i.e., copier, folding machine, typewriter, computer, etc.). Requests supplies as needed. Responsible for keeping the copy room and supplies well stocked.
8. Maintain front office supplies. Keeps reception area and office clean and orderly providing a safe, clean and appropriate environment.

#### **VITA (Volunteer Income Tax) Preparer:**

1. Performs tax preparation for qualified individuals when needed
2. Attend tax preparer training and keep current on all changes in taxes.

#### **Relief Driver's Duties and Responsibilities: (as needed)**

1. Drive vehicles over specified routes or trips to specified destinations according to time schedules, complying with traffic regulations to ensure that passengers have a smooth and safe ride.
2. Observe and follow all guidelines outlined in the Driver Handbook and agency's personnel policies and procedures.
3. Observe and follow all safety procedures and obey all traffic laws.
4. Maintains and records passenger counts, fare collections, vehicle maintenance and record data in a neat and accurate fashion, as required.
5. Performs a complete pre-trip inspection of the bus, safety checks equipment, and informs the supervisor when adjustments or repairs are necessary.
6. Assist passengers, such as elderly or disabled individuals, on and off vehicles, ensure they are seated and secured properly, help carry baggage and answer questions about schedules or routes.
7. Complies with the American with Disabilities Act (ADA) in operating the transit vehicle. This includes providing accessibility for disabled passengers to board and deboard by properly operating the accessibility lift and safely securing such passengers in a courteous manner, pre-testing all passenger accessibility lifts and equipment during pre-trip inspections.
8. Maintain cleanliness of vehicles.
9. Handle passenger emergencies or disruptions.
10. Must report all traffic accidents, citations or other incidents to the appropriate supervisor immediately.
11. Must report all off duty traffic citations to the appropriate supervisor within 7 days.

#### **General Duties:**

1. Attend job related training required by the agency including staff and other appropriate meetings, training and conferences some of which may require out-of-town travel and evening/overnight attendance.
2. Maintains, supports, and promotes a safe work environment while complying with all safety rules, regulations, policies and procedures to ensure the wellbeing of INCA Community Services and JAMM Transits customers and employees
3. Responsible for complying with all INCA and program work rules, policies, and procedures, as well as all State and Federal mandates as required.
4. Attend work punctually and regularly to provide consistency of service
5. At all times maintain professional attitude and confidentiality of all records and information.
6. Demonstrate commitment to mission, values, and policies in the performance of daily routines.
7. Contribute to team effort by accomplishing related results as needed and meeting deadlines.
8. Perform other program-related assignments as designated.

<b>Supervisory Relationships:</b>
Works under the direct supervision of the Route Supervisor and Transit Operations Director.
<b>Knowledge and Skills:</b>
<ol style="list-style-type: none"> <li>1. Strong verbal and written communication skills;</li> <li>2. Proficient typing (keyboard) skills;</li> <li>3. Good computer skills</li> <li>4. Advanced knowledge of relevant software packages;</li> <li>5. Accuracy and good attention to detail;</li> <li>6. Ability to do the same task for a long periods of time;</li> <li>7. Ability to work under pressure and tight deadlines;</li> <li>8. Good organizational and analytical abilities;</li> <li>9. Polite phone manner;</li> <li>10. Self-Motivated;</li> <li>11. Ability to work independently and as part of a team;</li> <li>12. Ability to read, interpret and implement agency guidelines efficiently and effectively;</li> <li>13. Ability to deal effectively with the public;</li> <li>14. Maintain confidentiality with tact and discretion;</li> </ol>
<b>Qualifications:</b>
<b>Education:</b>
<ol style="list-style-type: none"> <li>1. Graduation from High School or GED equivalent.</li> <li>2. Preferred computer training certification for a business school, vo-tech or college with training in advanced computer programs such as Powerpoint, Excel, Word, Internet, and E-mail.</li> </ol>
<b>Experience:</b>
<ol style="list-style-type: none"> <li>1. Must have been a licensed driver for a minimum of three (3) years.</li> <li>2. Must maintain a clean driving record.</li> <li>3. Two years' experience in clerical work is preferred.</li> <li>4. Must have advanced knowledge of Microsoft Office. Experience may be substituted for education.</li> <li>5. Must have strong computer skills.</li> </ol>
<b>General:</b>
<ol style="list-style-type: none"> <li>1. Must be at least 21 years of age or older.</li> <li>2. Must have reliable transportation with at least liability insurance and a valid Oklahoma driver's license.</li> <li>3. Willing to participate in training as assigned by the immediate supervisor.</li> <li>4. Must have had no convictions for DWI or DUI within the immediate past five (5) years of employment, nor more than once during the immediate past seven (7) years.</li> <li>5. Must have not had a chargeable accident in the last three (3) years. Shall not have more than five (5) points against their driver license within the immediate past three (3) years.</li> <li>6. Must have not had a driver's license, commercial or otherwise, suspended or revoked in the last three (3) years.</li> </ol>
<b>Physical Requirements: Employee must be able to:</b>
<ol style="list-style-type: none"> <li>1. Must be of clear mind and diligent while occupying this position</li> <li>2. Sit for extended periods of time.</li> <li>3. Repetitive motion especially with hands and arms.</li> <li>4. Frequent keyboard use.</li> <li>5. See and read a computer terminal and printed matter with or without vision aids.</li> <li>6. Clear and understandable speaking ability.</li> <li>7. Good hearing. Hear and understand speech at normal levels and on the telephone with or without hearing aids.</li> <li>8. Speak so that others may understand at normal levels and on the telephone.</li> <li>9. Operate a motor vehicle.</li> <li>10. Must be able to lift and/or carry 60 pounds. The weight of some wheelchairs and clients can exceed 600 pounds.</li> </ol>

11. Must be able to stand, walk, bend over, kneel, stretch, grasp, reach overhead, stoop, twist, push, pull and move accordingly to maintain proper interaction with clients.
12. Some exposure to offensive language, angry individuals and threats.

**General Qualifications:**

Pre-employment drug testing, must pass a national criminal background check which includes criminal and sex offender registry. No person who has been convicted of any felony conviction for any crime against a person shall be hired as a transit employee. No person who has been convicted of a misdemeanor for a crime against a person, within the immediate past five (5) years shall be hired as a transit employee.

**INCA IS AN EQUAL OPPORTUNITY SERVICE PROVIDER AND EMPLOYER**

**Acknowledgment:** I acknowledge receipt and understand the contents of this job description.

**Signature of Employee:**

**Date:**

Revised 02/16