

INCA Community Services

Job Description



Title:	Evening/Weekend Dispatcher	Reports to:	Route Supervisor
Program:	Multi-Programs	Status:	Non/Exempt Full Time 40 Hours/ Full Benefits
Approved:	August 2020	Wage:	See Salary Scale
Reviewed:	January 2026		

Benefits: Health, Dental, and Life Insurance, Sick and Annual Leave, Retirement Program (401k), Social Security, Worker's Compensation 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 the agency cannot provide. Under general supervision, serves as the Dispatcher for the public transit system, operating communication systems utilizing telephone and computer equipment to assist Bus Drivers and the public, providing information to the public, and dispatching personnel and equipment in response to service requests. This is a safety-sensitive position. The dispatcher is responsible for maintaining a clear mind and creating a safe work environment, not only by diligently following established work guidelines but also by adhering to the Department of Transportation's guidelines on drug and alcohol misuse. A relief driver operates a transit vehicle over an assigned route when necessary; collects fares and drives with due respect to the safety and comfort of passengers and time schedules.

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

The position requires weekend and evening work.

Responsibilities and Duties:

Dispatcher Duties:

1. Coordinates and dispatches all bus driver assignments for public transit services in a timely manner for all four counties operating town route services.
2. Provides instruction and direction to operators on how to transport riders safely 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 and answers questions regarding routes and schedules concerning JAMM Transit.
5. Assist with verifying transportation requests for contracted services.
6. Works closely with the Route Supervisor on needed transit-related coordination.
7. Respond to emergencies as requested, including hazardous and severe weather conditions. Coordinate with supervisors, police, and other dispatchers as required.

Receptionist Duties:

1. Greet office visitors and respond to their needs. Route all visitors to the appropriate staff persons. Answer incoming telephone calls and forward them to the relevant staff. Relay messages to staff members when they are unavailable during 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 needed by various programs.
4. Completes intake information and directs clients to the appropriate personnel.

- a. Assist with Outreach Services, including Food Banks, Referrals, the Medical Equipment Lending Closet, and various other programs as assigned.
- 5. Communicates necessary business information or issues to the immediate supervisor or other staff members as appropriate.
- 6. Maintain front office equipment and supplies: Operate, clean regularly, and recommend to the supervisor the maintenance needs for all office equipment (e.g., copier, folding machine, typewriter, computer). Requests supplies as needed. Responsible for keeping the copy room and supplies well-stocked.
- 7. 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 stay current on all tax changes.

Driver’s Duties and Responsibilities:

- 1. Drive vehicles along specified routes or trips to designated destinations according to scheduled times, adhering to traffic regulations to ensure passengers have a smooth and safe ride.
- 2. Observe and follow all guidelines outlined in the Driver Handbook and the 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, and vehicle maintenance, and records data neatly and accurately, as required.
- 5. Performs a comprehensive pre-trip inspection of the bus, conducts safety checks on equipment, and notifies the supervisor when adjustments or repairs are required.
- 6. Assist passengers, such as elderly or disabled individuals, on and off vehicles, ensuring they are seated and secured correctly. Help carry baggage and answer questions about schedules or routes.
- 7. Complies with the Americans with Disabilities Act (ADA) in operating the transit vehicle. This includes providing accessibility for disabled passengers to board and deboard by operating the accessibility lift appropriately and safely, and courteously securing such passengers. Additionally, pre-testing all passenger accessibility lifts and equipment is conducted during pre-trip inspections.
- 8. Maintain the 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 meetings, training sessions, and conferences, some of which may necessitate 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 well-being 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 a 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.

Supervisory Relationships:

Works under the direct supervision of the Route Supervisor and Transit Operations Director.

Knowledge and Skills:

- 1. Strong verbal and written communication skills;
- 2. Proficient typing (keyboard) skills;
- 3. Good computer skills

4. Advanced knowledge of relevant software packages;
5. Accuracy and good attention to detail;
6. Ability to do the same task for long periods of time;
7. Ability to work under pressure and tight deadlines;
8. Good organizational and analytical skills;
9. Polite phone manner;
10. Self-Motivated;
11. Ability to work independently and as part of a team;
12. Ability to read, interpret and implement agency guidelines efficiently and effectively;
13. Ability to deal effectively with the public;
14. Maintain confidentiality with tact and discretion;

Qualifications:

Education:

1. Graduation from High School or GED equivalent.
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.

Experience:

1. Must have been a licensed driver for a minimum of three (3) years.
2. Must maintain a clean driving record.
3. Two years' experience in clerical work is preferred.
4. Must have advanced knowledge of Microsoft Office. Experience may be substituted for education.
5. Must have strong computer skills.

General:

1. Must be at least 21 years of age or older.
2. Must have reliable transportation with at least liability insurance and a valid Oklahoma driver's license.
3. Willing to participate in training as assigned by the immediate supervisor.
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.
5. Must not have had a chargeable accident in the last three (3) years. Shall not have more than five (5) points against their driver's license within the immediate past three (3) years.
6. Must not have had a driver's license, commercial or otherwise, suspended or revoked in the last three (3) years.

Physical Requirements: Employee must be able to:

1. Must be of a clear mind and diligent while occupying this position
2. Sit for extended periods of time.
3. Repetitive motion, especially with hands and arms.
4. Frequent keyboard use.
5. See and read a computer terminal and printed matter with or without vision aids.
6. Clear and understandable speaking ability.
7. Good hearing. Hear and understand speech at normal levels and on the telephone with or without hearing aids.
8. Speak so that others may understand at normal levels, both in person and on the telephone.
9. Operate a motor vehicle.
10. Must be able to lift and/or carry 60 pounds. The weight of some wheelchairs and clients can exceed 600 pounds.
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 requires passing a national criminal background check, which includes the criminal and sex offender registries. No person who has been convicted of any felony or 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: