

Central Texas Rural Transit District

Job Description

Job Title: Dispatcher

Exempt (Y/N): No

Salary Level:

Location: Coleman

Employee Name:

Prepared by: Assistant Gen Manager

Division: CTRTD

Department: Operations

Supervisor: Dispatch Supervisor

Date: 2/13/25

Approved by: General Manager

SUMMARY: Serve as Support staff to ensure the efficient and effective Operation of Transit system. Normally, there will be two dispatchers to handle two radio frequencies and to maintain contact with approximately 60 drivers in fourteen counties. Must dispatch drivers in response to radio and telephone requests for service by performing the following duties:

ESSENTIAL DUTIES AND RESPONSIBILITIES: include the following. Other duties may be assigned. ***Note – although duties are summarized between early and evening duties – assignments may vary between both*** and include midday.

Early Morning Dispatcher Duties:

1. Dispatch arrives by 5:00 a.m. and goes 10-41 on two-way radios at that time.
2. Check email.
 - Adjust schedules in response to any drivers that call in.
3. Listen to any unheard voice mails. Responsible for following through with all documentation.
4. Familiarize self with daily schedules, adjust as needed based on cancels and no-shows.
5. Verify drivers are logged in based on pull out time.
6. Make sure all drivers are aware of MTP same days and cancels.
7. Print IVR Status Report and call all failed calls.
8. Print MT cancelation report.
9. Make courtesy calls to clients for drivers. Document call time.
10. Respond/Follow through with all emails received.
11. Assist Drivers with requested needs (example – Directions, Purchase Orders, Telephone calls)
12. Handle incoming phone calls for pick-ups and returns. Document in Transit Software.
13. Verify all requests in CARR software before ending the call.
14. Verify MTP requests in proper portal and/or notebook.
15. Respond to driver radios.
16. Dispatch may be required to work shorthanded and should schedule appointments only if assigned.
17. Remind drivers to follow no show procedures for all MCO and General public passengers including documenting in trip notes in transit software.
18. Ask the supervisor if you are unsure of proper procedure.

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Mid-Shift Dispatcher Duties

1. Familiarize self with daily schedules, adjust as needed based on cancels and no-shows.
2. Rearrange problem schedules.
3. Assign lunches to all drivers. Account for trip demand in a way that allows the best use of driver resources.
4. Interpret the scheduler's plan for assignment of trips. Assign all out-of-town RTO's as well as any RTO's that originate and end in different counties to the driver that will be performing those trips. Note this in transit software comments for each trip.
5. As needed:
 - Respond immediately to all vehicle breakdowns. Follow outlined Protocol.
 - Respond immediately to all vehicle, driver, client accidents. Follow outlined protocol.

Evening Dispatcher Duties

1. Work two-way radios and incoming dispatch phone calls.
2. Update driver's hours as they are pulling in for the day.
3. Zero out any fares that need it and provide the driver with the total in their fare box.
4. Check the Scheduled off Calendar to ensure the assignment sheet is correct, if not contact Supervisor to adjust.
5. Verify garage times match in routing software and on the assignment sheet, adjust as needed.
6. Run driver manifests.
7. Adjust driver schedules after the IVR goes out based on cancellations (adjust pull out & pull in times if necessary).
8. Print the cancellation report and make sure the trips are cancelled.
9. Check the MTP portals to make sure there aren't any late trip additions or cancels. Adjust driver schedules to account for changes.
10. Create the MTP log.
11. Email drivers their manifest.
12. Email the MTP log and assignment sheet to managers, dispatchers, and all drivers.
13. Notify drivers of any schedule changes if made after they have already received a manifest. A new manifest must be sent. They must be contacted on their work and personal cell phones. If unable to reach, contact your immediate supervisor.
14. Notify by phone any clients scheduled to be picked up earlier than the normal 1 hour and 45 minutes plus driving time. Give clients their pickup time as well as

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- notate time, whether spoke with or left voicemail, and id # in the comments of the trip.
15. Make sure to make notes for any task for morning dispatch to complete.
 16. Update the assignments sheet to reflect on any changes that have been made.
 17. Make sure the back door is shut and locked.
 18. Go 10-42 on the radio at 8 pm.
 19. Turn off all lights and ceiling fans.
 20. Make sure the alarm is armed.
 21. Make sure the front door is locked.

Common Duties

Handle incoming dispatch telephone calls from riders and relay messages to drivers via two-way radio communication and cell phones.

Provide Courtesy Calls to clients for drivers as needed.

Use Mapping programs to assist drivers in locating addresses.

Document MTP cancellation times in routing software.

Follow All MTP Guidelines

Maintain documentation required by each funding source.

Customer service – Must be courteous, cheerful, and helpful to riders attempting to call for pick up and to check into possible same day scheduling of trips.

Operate dispatch software including scheduling of appointments, viewing manifest, and routing and verifying driver manifest.

Assist in disbursement of daily schedules for each service area county.

Ensure proper/treatment of clients/riders by monitoring two-way radio and telephone and promptly report problems to Supervisor, Mobility Management, or appropriate management staff.

Get along with and cooperate with other agency personnel.

Monitor and maintain two-way radio calls to and from drivers and assist them in contacting passengers, doctor's facilities, and other drivers to adjust daily schedules to ensure passengers arrive in a timely manner.

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Assist riders in resolving scheduling conflicts.

Work with MTP's in scheduling added trips and reporting no-shows and cancellations.

Help coordinate movement of workers and equipment throughout the system.

Assist with scheduling/reservations as needed.

Attend/travel to trainings and workshops as required by supervisor.

Comply with agency regulations and policies.

THIS FORM REFLECTS THE GENERAL DETAILS CONSIDERED NECESSARY TO DESCRIBE THE ESSENTIAL FUNCTION OF THE JOB IDENTIFIED AND SHALL NOT BE CONSIDERED AS A DETAILED DESCRIPTION OF ALL THE WORK REQUIREMENTS THAT MAY BE INHERITED IN THE JOB. THE INTRODUCTORY PERIOD IS 180 DAYS.

Failure to comply with Personnel Policies, job responsibilities, and functions can result in disciplinary actions and termination.

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

EDUCATION and/or EXPERIENCE:

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Can write routine reports and correspondence and speak effectively before groups of customers or employees of the organization.

MATHEMATICAL SKILLS:

Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

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REASONING ABILITY:

Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS:

Drivers License

Defensive Driving Course

CPR Certificate

First Aid Certificate

OTHER SKILLS AND ABILITIES:

Ability to operate computer and input data (ten key), fax machine, phone skills, two-way radio. Bi-lingual helpful.

PHYSICAL DEMANDS: 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 accommodation 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 sit, use hands and fingers to handle or feel objects, tools, or controls, and talk or hear.

The employee must regularly lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT: The work environmental characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. Must be able to deal with changing environments and handle stressful situations. The noise level in the work environment is usually moderate.

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**Review, Sign, and Return Job Description
With Application**

Applicant/Employee Acknowledgement

I have read, understand, and agree to perform the duties as outlined in this position description.

Applicant/Employee Signature

Date

Supervisor's Signature

Date