

# **WEST CENTRAL MASS TRANSIT DISTRICT**

## **JOB DESCRIPTIONS**

POSITION: Dispatcher

STATUS: Part Time/Full Time - Non-Exempt – Safety Sensitive

SUPERVISOR: System Manager

RENUMERATION: Hourly

**SUMMARY:**

Under the general supervision of the System Manager, the dispatcher(s) shall dispatch buses in an efficient and consumer friendly manner. In addition the dispatcher will be required to perform a variety of clerical duties including typing, filing, and performing simple mathematical functions.

**RESPONSIBILITIES:**

1. Answer and log all telephone and walk-in inquiries
2. Assign trips to buses in a logical, efficient manner
3. Record complete trip information on required forms
4. Sell passes to walk-in customers & take telephone orders for passes.
5. Prepare all appropriate and necessary forms including, but not limited to no-show forms, denial forms, service reports, mileage reports, special trip request forms, and daily Fare Box reconciliation reports, etc.
6. Other duties as assigned.

**REQUIREMENTS:**

1. All successful candidates must submit to and pass an initial alcohol and drug test prior to employment and pass subsequent random drug and alcohol tests.
2. All successful candidates must submit to a background check prior to being hired. The cost of the background check is the responsibility of the candidate and will be reimbursed once the candidate has successfully completed 90 days of employment with WCMTD.
3. All employees will take and pass basic first aid, CPR and AED courses provided by WCMTD.
4. All employees will attend regular training courses on Passenger Assistance, Emergency Procedures, OIG Rule 50, Harassment, Effects of Drug and Alcohol, and any additional courses recommended or required by FTA, IDOT or WCMTD management and provided by WCMTD.

**SKILLS/EDUCATION:**

1. High school diploma or GED preferred or 3 years successful customer service experience
2. Working knowledge of basic office equipment
3. Working knowledge of Windows, Word and Excel, Mapquest or Google Maps
4. Excellent verbal communication skills
5. Excellent Customer Service Skills
6. Basic knowledge of service area geography.

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Candidate Name (print)

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Date

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Candidate Signature

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HR Manager Initials