

# CITY OF HELENA



**Position Title:** Dispatcher/Transit Clerk

**Department:** Public Works

**Division:** Capital Transit

**Grade:** 126

**FLSA:** Non-Exempt

*The City of Helena is an equal opportunity employer. The City shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.*

## **Job Purpose:**

The position performs a variety of responsible, secretarial, and financial duties in support of the City's public transit system and the Transit Supervisor. The position is responsible to assist in planning, organizing, and coordinating support activities, and functions related to the City's public transit system. The incumbent will provide general information and assistance to staff and general public.

**Essential Duties:** *These job functions are the essential duties of the position and are not all-inclusive of all the duties the incumbent may be assigned.*

## **Dispatching/Administrative**

The Dispatch/Transit Clerk position serves as primary dispatcher for the City's public transit system. The incumbent maintains detailed schedules of riders on various transit routes and for assigned drivers by using computerized scheduling system, telephone, and two-way radio system. The position utilizes a computerized scheduling system to arrange appointments and prepare daily driver schedules. The incumbent informs riders of general transit procedures and pick up times and locations.

The position uses a computerized scheduling system to perform responsible administrative work involving the use of independent judgment and personal initiative. The position performs varied and responsible administrative duties to assist in the processing and completion of operations for assigned staff. This includes collecting money from sales and payments and preparing bank deposits.

The incumbent responds to specific and technical requests for information and assistance from the public, City staff, and representatives of other organizations. This requires the position to interpret regulations, procedures, policies, systems rules and precedents in response to inquiries and complaints. The position is responsible to research and gather information to provide accurate answers and information.

The position uses a computerized scheduling system to perform a wide variety of specialized technical and administrative work including maintain accurate and detailed records, verifying accuracy of information, researching discrepancies and recording information. The incumbent receives, compiles and organizes information for the preparation of reports that are assigned. They will also be required to prepare a variety of correspondence, documents and reports.

The position participates and assists in the administration of the transit service office by recommending organizational or procedural changes affecting support activities. The position recommends improvements in work flow, procedures and issuance of equipment and forms. The incumbent maintains overall control over the operations and personnel upon the request or absence of the Transit Operations Coordinator, Transit Lead Person, or the Transit Supervisor.

## **Safety**

The incumbent is required to abide by the City of Helena and department/division work practices established for specific job assignments and occupations. The position will report occupational injuries, illnesses and near misses immediately to their supervisor. The position will follow supervisor instructions for obtaining first aid and/or medical attention.

The position will identify unsafe work conditions and unsafe practices. The individual will correct hazards or report them to the supervisor or safety committee as appropriate.

The incumbent participates fully in safety training and suggests improvements in safety training requirements or programs to the supervisor or the safety committee.

**Essential Knowledge, Skills and Abilities Related to this Position:**

**Knowledge of:**

- Principles and practices used in dealing professionally with the public.
- Local geography, streets, points of interest and locations of City offices.
- Modern office practices, methods, and equipment including computer equipment and applicable software programs. This includes computer methods and programs, including database applications.
- Principles and procedures of record keeping.
- Basic mathematical principles.

**Skill or ability to:**

- Work with individuals with developmental disabilities.
- Use logic to schedule rides for transit customers.
- Operate modern office equipment including computer equipment.
- Operate a two-way radio communication system.
- Respond to inquiries and requests for information from the public and City personnel regarding policies and procedures.
- Perform responsible clerical work involving the use of independent judgment and personal initiative.
- Analyze situations carefully and adopt effective courses of action.
- Independently prepare correspondence and memoranda.
- Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.
- Understand and communicate clearly and concisely, both orally and in writing.
- Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.
- Work independently in the absence of supervision.
- Learn the city streets and valley roads.

**Physical Demands:**

The position requires the ability to sit, stand, bend at the waist, reach over the head, walk, kneel, stoop, twist, and lift 50 pounds. The position requires exposure to cold, heat, noise, vibration, chemicals, and mechanical hazards.

**Minimum Qualifications (Education, Experience and Training):**

The position requires a minimum of three years of increasingly responsible secretarial, clerical experience and experience scheduling appointments, one year of dispatch experience desired and must have completed High School or equivalent. Other relevant combinations of education and work experience may be evaluated on an individual basis.

**License or Certificate and Special Requirements:**

Must possess a valid driver's license with acceptable driving record at the time of hire and have the ability to obtain a valid MT driver's license within six months of hire.

Subject to pre-employment drug screening as well as random, reasonable suspicion, post-accident and follow-up drug and alcohol testing as per the City of Helena substance abuse policy.

**Supervision Received:**

The position is supervised by the Transit Operations Coordinator, and Transit Supervisor in the Transit Division for technical and functional duties.

**Supervision Exercised:**

None

The specific statements shown in each section of this position description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.