

CITY OF HELENA



Position Title: Transit Operator/Dispatcher

Department: Public Works

Division: 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 Transit Operator/Dispatcher position is under general supervision of the Transit Manager to drive a municipal bus for the general public over designated routes or as dispatched in a safe, courteous manner in accordance with all traffic rules.

The position performs a variety of responsible, secretarial, and financial duties in support of the City's public transit system and the Transit Manager. 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.

An employee may have responsibilities as both a Transit Operator and a Dispatcher or may have work responsibilities that fall under only one of these job titles. The responsibilities are at the discretion of the supervisor.

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

The Dispatch 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 Manager.

Transit Operation

The position performs pre-trip and post-trip operational inspections that include: cleaning windshields and mirrors; cleaning interior and exterior of buses including picking up debris, sweeping floors, and wiping upholstery; servicing buses with fuel and oil; and reporting any needed mechanical repairs. The position reports transit bus problems or equipment malfunctions; reports passenger emergencies or incidents which affect the safety of passengers; and completes all required documentation for all situations.

The incumbent uses the computerized scheduling system to receive all information pertaining to routes, road conditions, and related items. The individual will maintain route directions as shown on computerized scheduling system tablet. The position drives a transit bus over designated routes or as dispatched in accordance with time schedules; notifies appropriate individuals of delays or route problems; and recommends necessary corrections or changes in equipment or routing.

The position loads and unloads special needs, wheelchair confined, and elderly individuals to and from buses; ensures safety belts and harnesses are securely fastened as instructed by PASS Trainer. While operating para-transit buses, the incumbent provides origin to destination service as requested or provided as conditions warrant. The position responds to route and fare inquiries from the general public.

The incumbent participates in staff development and in-service training programs as assigned. The individual in the position also attends scheduled safety meetings and safety programs.

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:

- Safe driving principles and practices.
- Principles and practices used in dealing professionally with the public.
- Procedures to properly secure wheelchairs into vehicles.
- 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:

- Operate at a minimum with a class C type 2 driver's license with passenger endorsement, a transit bus in a safe and efficient manner (additional endorsements may be required).
- Operate modern office equipment including computer equipment.
- Operate a two-way radio communication system.

- Perform manual labor tasks such as: snow removal, installation or removal of tire chains, successfully tie down and remove securement devices, lawn mowing, washing transit buses, and maintenance of transit facilities.
- 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.

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):

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

Transit Operator: The position requires a minimum of three years of experience of work requiring the utilization of a commercial driver’s license (minimum class C type 2 with passenger endorsement). The position also requires completion of 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:

The positions require possession of a Montana commercial driver’s license (minimum class C type 2 with passenger endorsement).

No moving violations within the last three (3) years.

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 Manager 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.