

# MEDINA COUNTY COMMISSIONERS

## Job Description Dispatch Supervisor TRANSIT



### SUMMARY

Under the general supervision of the Operations Supervisor, the Dispatch Supervisor provides general supervision and oversight of work performed by employees within the classifications of Coordinator, Scheduler, Clerk/Dispatcher and Dispatcher. Carries out supervisory responsibilities in accordance with County and Transit policies and applicable Department of Transportation (DOT) laws and Federal Communication Commission (FCC) regulations. Responsibilities include interviewing, training, planning, assigning, and directing work; appraising performance; rewarding and discipline; addressing complaints and resolving problems. Provides technical assistance to staff.

### PRINCIPLE DUTIES AND RESPONSIBILITIES:

- I. Directs and supervises subordinate staff to include: assigning and delegating work projects, scheduling to ensure proper staffing levels are maintained; Coaches, and mentors and/or implements corrective action for performance and conduct issues. Conducts employee evaluations, reviews and approves employee timesheets, and investigates and resolves complaints or problems. Ensures information needs of the public are addressed and concerns resolved. Maintains continuous awareness on the need for improvements in office procedures, filing systems, work methods, procedure and techniques, and devises and implements such improvements as authorized, ensuring that subordinates are aware of these procedures. Ensures assignments are completed on schedule and in a timely manner.
- II. Ensures training and supervision is provided to new employees. Assigns trained personnel to assist with training of new employees. Ensures dispatch office policy and procedure manual is updated.
- III. Ensures all dispatch equipment is maintained and in operational condition. Participates in continued planning of office computer system, making recommendations when warranted. Assures that ample supplies and equipment are on hand or on order for the successful operation of the dispatch office.
- IV. May drive transit vehicle on an assigned route as necessary. Performs any and all of the duties and responsibilities of a dispatcher as needed, e.g. operates and oversees a computerized route-scheduling system; dispatches appropriate employees and buses.
- V. Performs other clerical duties as assigned to maintain operations of department.

### Class Title / Position Number of Position(s) Supervised:

None

Department Director: \_\_\_\_\_

Date: \_\_\_\_\_

Human Resources: \_\_\_\_\_

Date: \_\_\_\_\_

Appointing Authority: \_\_\_\_\_

Date: \_\_\_\_\_

	<b>KNOWLEDGE ^ SKILLS ^ ABILITIES</b>	<b>PRINCIPLE DUTIES</b>
Knowledge:	<ol style="list-style-type: none"> <li>1. Transit system operations, rules &amp; regulations;*</li> <li>2. Read &amp; interpret bus routes &amp; schedules;*</li> <li>3. Customer service practices;</li> <li>4. Two-way radio procedures &amp; codes;</li> <li>5. Ohio vehicle codes &amp; local traffic regulations;</li> <li>6. Knowledge of safe driving techniques;</li> <li>7. Geography &amp; streets of county;</li> <li>8. Principles &amp; practices of supervision &amp; training;</li> <li>9. Communication equipment &amp; computer systems;</li> </ol>	<p>Operates communication systems utilizing radio, telephone &amp; computer equipment;</p> <p>Performs dispatch duties;</p> <p>Authorizes route changes;</p> <p>Drives transit vehicle as necessary;</p> <p>Instructs drivers on directions &amp; detours;</p> <p>Utilizes computerized scheduling software;</p> <p>Provides information to public on transit services;</p>
Skills:	<ol style="list-style-type: none"> <li>10. Communicate politely &amp; cooperatively with passengers, employees &amp; members of the public;</li> <li>11. Exercise tact &amp; sound judgment when resolving operational &amp; passenger problems;</li> <li>12. Establish &amp; maintain effective working relationships with co-workers, other county employees, &amp; employees of other client agencies;</li> <li>13. Operate two-way radio;</li> <li>14. Operate a passenger bus safely &amp; effectively;</li> <li>15. Operate wheelchair lifts;</li> <li>16. Learn &amp; apply computer software;</li> <li>17. Read &amp; interpret maps;</li> <li>18. Telephone call-handling techniques;</li> <li>19. Customer service techniques;</li> </ol>	<p>Responds to all calls &amp; service requests promptly &amp; with courtesy;</p> <p>Provides information to public in courteous manner;</p> <p>Maintains continuous awareness for improvements in office procedures,;</p> <p>Drives transit vehicle as necessary;</p> <p>Operates communication systems utilizing radio, telephone &amp; computer equipment;</p> <p>Performs dispatch duties;</p> <p>Authorizes route changes;</p> <p>Reports operational problems &amp; incidents to supervisors;</p>
Ability:	<ol style="list-style-type: none"> <li>20. Arrive on-time &amp; work independently with minimal supervision;</li> <li>21. Ability to direct, supervise, and evaluate transit personnel and activities</li> <li>22. Communicate politely &amp; cooperatively with passengers, employees &amp; members of the public;</li> <li>23. Exercise tact &amp; sound judgment when resolving operational &amp; passenger problems;</li> <li>24. Establish &amp; maintain effective working relationships with co-workers, other county employees, &amp; employees of client agencies;</li> <li>25. Operate in accordance with Ohio vehicle codes &amp; traffic regulations;</li> <li>26. Perform simple arithmetic computations;</li> <li>27. Speak, read, &amp; write basic English;</li> <li>28. Articulate clearly &amp; concisely;</li> <li>29. Maintain basic records &amp; complete reports;</li> <li>30. Exercise sound judgment in stressful or emergency situations;</li> <li>31. Learn &amp; apply computer software;</li> <li>32. Operate wheelchair lifts;</li> <li>33. Operation of standard office equipment;</li> <li>34. Supervise, train &amp; evaluate subordinate personnel;</li> <li>35. Exercise good judgment in the handling &amp; prioritizing of calls within the department;</li> <li>36. Attend to special needs of elderly residents &amp; disabled clients;</li> <li>37. Resolve minor grievances &amp; disciplinary actions:</li> </ol>	<p>Operates communication systems utilizing radio, telephone &amp; computer equipment ;</p> <p>Ensures dispatch equipment maintained;</p> <p>Reviews trip manifests;</p> <p>Updates policy manual;</p> <p>Performs dispatch duties;</p> <p>Authorizes route changes;</p> <p>Assigns - delegates work projects;</p> <p>Instructs drivers on directions &amp; detours;</p> <p>Utilizes computerized scheduling software;</p> <p>Assists in tabulating transit fares;</p> <p>Tracks ridership, vehicle usage;</p> <p>Schedules staff;</p> <p>Evaluates work performance;</p> <p>Recommends &amp; proposes solutions to operational issues;</p> <p>Coaches/mentors/ implements corrective action for performance &amp; conduct issues;</p>

## **MEDINA COUNTY POSITION DESCRIPTION ADDENDUM**

### **MINIMUM CLASS REQUIRMENTS**

- 1) High school diploma or GED
- 2) Current Ohio drivers license; **OR**
- 3) Current Ohio Class C, B, or A CDL with passenger and air brakes endorsement (preferred)
- 4) Pass Department of Motor Vehicles Medical Certificate examination
- 5) Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with having had a similar position for one (1) to two (2) years; **OR**
- 6) Any equivalent combination of experience and training that provides the required knowledge, skill and abilities;

### **COMPETENCIES / ESSENTIAL FUNCTIONS / UNUSUAL WORKING CONDITIONS**

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 accommodations may be made to enable individuals with disabilities to perform the essential functions

- Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to listen and respond to radio transmissions and voice instructions;
- Ability to hear sounds within the normal range of conversation (phone conversations, co-workers, supervisors, and radio traffic) and to hear in the presence of noise;
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to operate control mechanisms such as radio knobs and other mechanisms requiring fine adjustments to position, to handle a variety of records and files, to type with speed and accuracy, and to operate standard office equipment, including a personal computer;
- Must possess or be able to obtain a valid Commercial Driver's License and other permits and endorsements as required and issued by the State of Ohio;
- Sufficient personal mobility, with or without reasonable accommodation, which permits the employee to stand or sit for long periods of time, move between work stations, lift up to 25 pounds and operate in an office environment;
- Requires intermittently twisting and reaching for office equipment;
- Requires dexterity to write and/or use keyboard to communicate;
- Regularly required to talk or hear, stand, walk, use stairs, sit; use of hands to finger, handle or feel objects, tools, or controls; and reach with hands and arms;
- Sufficient vision, with or without reasonable accommodation, which permits the employee to review a wide variety of written and electronic materials at arms length or less (distinguish letters and numbers) and to see in detail objects or printed material at greater than arms length;
- Access to automobile, maintain insurance & travel independently in changing weather conditions;
- Requires obtaining and exchanging information, referring inquiries to the appropriate source, or responding to questions from the general public;
- Requires a combination of job functions using minimal judgment to perform a variety of job tasks according to clearly prescribed standard practices and procedures;
- Position requires availability to work various shifts on weekdays, weekends, evenings, and holidays;