



Dispatch Supervisor

JOB STRUCTURE

Department:	NCAT
Division:	Dispatch
Immediate Supervisor:	Operations Manager
Location:	Ottawa, Peru, Streator
Job Status:	Full Time
Amount of Travel Required:	Minimal, as required by supervisor
Positions Supervised:	Reservations Specialist, Route Coordinator
Education:	Minimum of a High School Graduate and/or GED, Degree in related field or experience relating to position that results in demonstrated competency performing the work may be substituted.
Experience:	Two years of communications, customer service, dispatch, or clerical work. At least 2 years of experience in transportation field or equivalent in supervisory experience.
Requirement:	Valid Driver's License; safe diving history; pass a physical examination and drug screen prior to being hired and at-random drug screening
Work Schedule:	Monday – Saturday: Hours may vary between 5:00 a.m. – 10:00 p.m. and may require evenings and/or weekends

POSITION SUMMARY

The Dispatch Supervisor, under the direction of the Operations Manager, oversees all daily dispatch operations including aiding Reservations Specialists and Route Coordinators during peak times, responding to incidents and complaints, monitor performance of routes, and coordinates with management and supervisors during incidents.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Maintains positive, empathetic, and professional attitude toward customers and coworkers.
- Provide public transportation and paratransit dispatching and routing services to seniors, persons with disabilities, and the general public.
- Provide Dispatch oversight, training, discipline, and assistance.
- Monitor all dispatch operations to ensure all staff are performing their job duties accurately and expediently. Provide feedback and training, if necessary.
- Ensure that all routes are effective, efficient, and on time while prioritizing safety and rider experience.
- Communicate and respond to incidents or accidents, including providing post-accident drug test determination and administration.
- Communicate with other using multiple media, including two-way radio, mobile

telephone, softphone, email, text, and Microsoft Teams.

- Assist Dispatch staff in peak time or cover shifts during time off.
- On-call Supervisor, at minimum, one night per week.
- Provide recommendations for agency or department-wide trainings.
- Provide or assist in new hire training.
- Interact with Bus Operators, Dispatch staff, and Administration to ensure route performance and high quality customer experience.
- Interact with vendors, partners, and general public in a professional manner, with excellent service and accurate information.
- Monitor employee attendance, time off requests, and vacations.
- Review timecards and assure all information is submitted to Payroll correctly and on time.
- Maintain accurate records of employee work hours and approved overtime.
- Process all Medicaid transportation reservation requests, changes, and cancellations received by phone, fax, email, or third party request.
- Process Medicaid billing and investigate and correct errors resulting in denied reimbursement.
- Utilize web-based scheduling software to schedule/amend ride requests and create economical and efficient transit routes.
- Acknowledging and resolving customer complaints; receive rider complaints and accurately document and investigate issue to refer to NCAT management for resolution.
- Document and file all staff training and certifications; ensure all staff are compliant with and local, state, and federal regulations
- Assist in annual performance reviews of Dispatch staff.
- Attend annual conferences, required trainings, and staff meetings.
- Always maintain confidentiality and follow HIPAA guidelines.
- Maintain knowledge of and be able to interpret and ensure compliance of pertinent federal, state, and local laws, codes, and policies governing public transportation, including NCAT, Medicaid, and ADA & FTA policies, procedures, and guidelines.
- Must have knowledge of and communicate effectively with other area transit systems, coordinate link trips.
- Perform a variety of clerical duties including answering a multi-line phone, data entry and typing duties, maintain accurate records, logs, and files on transportation services.
- Create and run monthly, quarterly, and/or annual reports.
- Must be available to temporarily oversee the Transit Center to cover time off, which may require more than an eight (8) hour workday.
- Respond to and assist in emergency operations (including nights and weekends) as needed.

SECONDARY DUTIES & RESPONSIBILITIES

- Create, maintain, and monitor computerized daily manifests/schedules for dispatching and routing transit services; modify and update schedules to improve services.
- Communicate with Bus Operators via mobile phone, two-way radio, or software mobile messaging app about daily manifests/schedule changes.
- Prepare next day's route manifest/schedules and notify Bus Operators about start time; monitor and amend, as needed, Bus Operator work schedule.
- Process fare payments over the phone or in person using web-based credit card software;

log/record purchase and prepare card for use.

- Use accurate and appropriate judgement and decision making when communicating with upset staff, passengers, and/or public. Keep records of rider interactions, transactions, comments, and complaints.
- Accurately share information regarding NCAT services and answer community or rider questions.
- Provide quality customer service and respond to public inquiries for service in a courteous manner.
- Other related duties as required.

POSITION REQUIREMENTS

- Positive and energetic demeanor with a focus on providing exceptional customer service.
- Ability to communicate clearly and effectively with a variety of individuals through different channels.
- Extensive knowledge of LaSalle County.
- Process all reservation requests and accurately and efficiently schedule rides into multiple routes using web-based scheduling software; ability to see the bigger picture.
- Professionalism and the ability to remain calm and problem solve in stressful or upsetting situations.
- Follow instructions and apply acquired knowledge in responding to inquiries and requests.
- Perform work with accuracy, speed, and attention to detail.

KEY COMPETENCIES

Key competencies include listening and communication, organizing data and information, attention to detail, analytical skills, safety awareness, integrity, honesty, customer focus, conflict resolution and problem solving, self-motivated, patience, empathy, reliability, adaptability, and efficiency.

SKILLS & ABILITIES

- Ability to read, write, and speak the English language, additional languages preferred but not required. Clearly and concisely communicate with general public, riders, and NCAT team.
- Knowledge of towns, streets, landmarks, and basic geography of LaSalle County. Ability to read and understand maps.
- Possess excellent coordination and organization skills.
- Ability to multi-task and work in a stressful and fast paced environment.
- Computer skills to operate with competency data entry worksheets and scheduling software. Ability to adapt to changing technologies and learn functionality of new equipment and systems.
- Establish and maintain effective working relationships with those contacted in the course of work.

WORK ENVIRONMENT

The work environment characteristics described herein are representative of those as employee encounters while performing essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The position is mostly sedentary in climate controlled office. May go from inside to outside occasionally and vice versa. Noise level in the work environment is usually moderate.
- Extensive use of computers, computer screens, and keyboards.

PHYSICAL DEMANDS

Physical Abilities

Stand	O (Occasionally)
Walk	O (Occasionally)
Sit	F (Frequently)
Handling/Fingering	F (Frequently)
Reach Outward	O (Occasionally)
Reach Above Shoulder	O (Occasionally)
Climb	N (Not Applicable)
Crawl	N (Not Applicable)
Squat or Kneel	O (Occasionally)
Bend	O (Occasionally)
Driving	O (Occasionally)

Lift / Carry

10 lbs. or less	O (Occasionally)
11-20 lbs.	O (Occasionally)
21-50 lbs.	O (Occasionally)
51-100 lbs.	N (Not Applicable)
Over 100 lbs.	N (Not Applicable)

Push / Pull

12 lbs. or less	O (Occasionally)
13-25 lbs.	O (Occasionally)
26-40 lbs.	O (Occasionally)
41-100 lbs.	O (Occasionally)

Other Physical Requirements

- Ability to drive safely
- Vision (near, distance, color, peripheral, depth perception)
- Sense of sound (ability to hear) and smell

**North Central Area Transit (NCAT)
Job Description**



Dispatch Supervisor

The above information has been designed to outline the general nature and level of work performed by the employees within this classification. It is not intended to be construed as a comprehensive inventory of all functions, responsibilities, skills, and abilities required of employees assigned this job. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

By signing below, you acknowledge that you have read and understand the requirements and qualifications of the Route Coordinator position. You further agree that you are able to perform the job duties and requirements as stated, with or without accommodation.

Employee Name (Print)

Employee Signature

Date

North Central Area Transit is a subsidiary of the City of Ottawa and all successful applicants will be employed by the City of Ottawa. NCAT is an equal opportunity employer and committed to creating an inclusive environment for all employees.