



Route Coordinator

JOB STRUCTURE

Department:	NCAT
Division:	Dispatch
Immediate Supervisor	Dispatch Supervisor
Location:	Ottawa
Job Status:	Full or Part Time, Non-Exempt
Amount of Travel Required:	Occasional, as required by supervisor
Positions Supervised:	None
Education:	Minimum of a High School Graduate and/or GED
Experience:	Two years of communications, customer service, dispatch, or clerical work
Requirement:	Valid Driver's License; safe driving history; pass a DOT physical examination and pre-employment and at-random drug screens
Work Schedule:	Monday – Friday: Hours may vary between 5:00 a.m. – 10:00 p.m. and may require evenings and/or weekends

POSITION SUMMARY

The Route Coordinator, using web-based scheduling software, performs public transportation scheduling, routing, and dispatching duties; operates a variety of communication equipment, including telephone and computer mobile dispatch terminal and scheduling software; creates and monitors computerized driver manifest/schedules; and responds to requests for transit service.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Maintain a positive, empathetic, and professional attitude toward customers and coworkers, always providing exceptional customer service.
- Process all transportation reservation requests, changes, and cancellations received by phone, email, or third party request.
- Provide public transportation and paratransit dispatching and routing services to seniors, people with disabilities, and the general public.
- Utilize web-based scheduling software to schedule/amend ride requests and create economical and efficient transit routes.
- 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 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 Bus Operator work schedule as needed.
- Maintain confidentiality and always follow HIPAA guidelines.

- Maintain knowledge of pertinent federal, state, and local laws, codes, and policies governing public transportation, including NCAT, Medicaid, and ADA policies, procedures, and guidelines.
- Must have knowledge of and communicate effectively with other area transit systems.
- 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

- Assist Reservation Specialists when needed.
- Process fare payments over the phone or in person using web-based credit card software; log/record purchase and prepare card for use.
- Acknowledge and resolve customer complaints; accurately document and investigate issues and refer to NCAT management for resolution.
- 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, as requested.
- Exercise sound 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.
- Support Bus Operators as needed
- Other related duties as required.

POSITION REQUIREMENTS

- Ability to accurately and efficiently process reservation requests and schedule rides into multiple routes using web-based scheduling software, with an eye for 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, honesty, integrity, 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, and communicate clearly and concisely with general public, riders, partners, and the NCAT team through a variety of channels. Additional languages preferred but not required
- Knowledge of towns, streets, landmarks, and basic geography of LaSalle County. Ability to

- read and understand maps.
- Excellent coordination and organization skills; ability to multi-task and work in a stressful and fast paced environment.
- Computer skills to competently operate computers, Microsoft Operating System, 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

STATEMENT OF OTHER DUTIES DISCLAIMER

The preceding job description has been designed to indicate the general nature and essential duties and responsibilities of work performed by employees in this position. It may not contain a comprehensive inventory of all duties and qualifications required of employees to do the job.

North Central Area Transit (NCAT)
Job Description



Route Coordinator

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.