

County of Grundy – Job Posting Grundy Transit System



Date of Posting: October 21, 2021
Applications Accepted Until: Posted Until Filled
Job Title: Part-Time GTS Dispatcher
Department: Transit
Employee Status: Part-Time, Non-Exempt
Salary Range: \$15.00 / hr

SUMMARY:

Under the direction of the Operations Manager, the part-time Dispatcher has responsibility for the coordination and implementation of GTS bus schedules. The position ensures that there are adequate vehicles and operators available for the scheduling of the transportation of GTS customers. The position also handles incoming calls, answers questions and records actions, responds to emergency telephone requests as appropriate, referring to supervisor if needed, operates Push-To-Talk phone equipment, and maintains computerized records and files related to the GTS program. The position of Dispatcher is a safety-sensitive position. Dispatcher is required to work designated hours with potential overtime, including evening, weekends, and odd hours in an office environment with some field work. This position handles highly sensitive and/or confidential information and will represent GTS in a variety of capacities. This position is contingent upon grant funding. The hours of the position will be 1:30 pm to 6:00 pm or 7:00 pm Monday through Friday.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Develops and implements daily routing and dispatch systems of GTS.
2. Coordinates closely with the Operations Manager the planning and scheduling of daily GTS routes and the assignment or reassignment of drivers and equipment, as necessary.
3. Receives calls from customers requesting door-to-door and curb-to-curb service and schedules trips accordingly.
4. Coordinates, oversees, and dispatches Bus Operators, which requires the ability to give directions to them; communicates with Bus Operators on their routes as necessary in a clear, concise manner.
5. Consistently assesses transit routes to ensure integrity of schedules.
6. Communicates correctly, all appropriate policy information to customers and those inquiring about GTS services.
7. Assists with the rider registration process if needed.
8. Enters new clients into and regularly updates the Rider Database, as needed.
9. Writes and sends out no show, late cancellation, and suspension letters.
10. Keeps both manual and computerized records (time sheets, mileage, equipment use, etc.) for the purpose of the efficient operation of the department.
11. Maintains a variety of reports, records, and files related to GTS, including Rides Denied lists, No Show lists, and others as required, etc.
12. Assists management with the completion or creation of reports for a variety of GTS needs.

13. Supports Bus Operators as necessary.
14. Maintains familiarity with GTS policies and procedures and review at least annually.
15. Monitors and arranges bus maintenance.
16. Other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

Knowledge of:

- Roads, streets, development, and neighborhoods in Grundy County.
- Methods, materials, and equipment used to provide for an effective transportation program.
- Laws and regulations governing the transportation of passengers.
- Office, scheduling, and computerized practices.
- Record keeping procedures.
- Customer service practices and procedures.
- Rules, regulations, practices, and procedures affecting transit safety.
- Public transit practices and procedures, including COVID related procedures.

Skills:

- Oral and written communication skills, including the ability to relay information clearly and accurately to the appropriate individual.
- Computer software and internet – especially Microsoft Office (Word, Excel, Access, and Outlook), mapping software, and other internet search options.
- Excellent customer service and people skills.
- Attention to detail – must be extremely detail oriented.
- Must demonstrate and exercise responsible decision making skills.

Ability to:

- Focus and multi-task competently, as this position often requires attention of several tasks going on at the same time.
- Communicate orally in the English language with individuals in a face-to-face, one-on-one, or group setting, or by telephone.
- Produce documents written in the English language with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Work cooperatively with other GTS employees, municipal and non-profit figures, and members of the public.
- Be reliable, patient, cooperative, and work well under stress.
- Work safely without presenting a direct threat to self or others.
- Work well independently.

MINIMUM REQUIREMENTS:

1. High School diploma or GED.
2. Must possess a valid Illinois Driver's License.
3. Ability to speak Spanish is strongly desired.

4. Minimum two years previous work experience in a comparable organization performing related responsibilities and tasks, with increasing levels of responsibility.
5. Supervisory background is a plus.

PHYSICAL REQUIREMENTS:

The duties of this position require frequent sitting, standing, bending, reaching, and excellent hand/eye/foot coordination required for driving a motor vehicle for extended periods of time. May require lifting or moving objects up to 30 lbs. Requires manual dexterity sufficient to operate standard office machines such as computers, fax machines, calculators, the telephone and other office equipment. Talking, hearing, and seeing essential to performing required job functions. Specific vision abilities required by this job include distance vision, peripheral vision, depth perception, and ability to adjust focus.

WORKING CONDITIONS WHILE PERFORMING ESSENTIAL DUTIES:

The working environment is mostly office with possible occasional field work. While performing the office duties of this job, the employee works in a temperature controlled, non-smoking environment. Field work may require exposure to inclement weather conditions. The employee is required to make occasional trips off-site by motor vehicle, at times for extended periods. The noise level varies but is generally moderate to loud. Some local, county, or state travel may be required.

EQUIPMENT USED:

General office equipment will be used including personal computers, printers, scanners, copiers, phones, faxes, and software. In addition, frequently operates Push-To-Talk phones, and may be required as needed to operate a variety of vehicles including 14 passenger buses and 12 passenger buses and mobility lifts.

TO APPLY:

Send resume to HR@grundyco.org with “**Part-Time GTS Dispatcher**” in the subject line or mail to Grundy County Administration, Attn: HR 1320 Union Street, Morris, IL 60450

No Phone Calls Please.