



Mat Su Community Transit (MASCOT)

Position Description

JOB TITLE: Dispatch Scheduler

JOB CLASS / FLSA STATUS: Non-Exempt **REVISION DATE:** February 2013

UNION / CLASSIFICATION: General Teamsters Local 959 – State of Alaska
(Associated with the International Brotherhood of Teamsters)

MANAGEMENT / SUPERVISORY: This position may be Full-Time at thirty-two to forty (32-40) hours per week or Part-Time at fewer than thirty-two (32) hours per week according to company needs. It is an operational position with no management or supervisory requirements.

REPORTS TO: Dispatch /Scheduling Supervisor

SUPERVISION RECEIVED / REPORTS TO: This position reports to the Dispatch / Scheduling Supervisor, who monitors work performance, administers work direction and provides development on a daily basis. This position also works closely with and is subject to direction of the Operations Manager and the Executive Director.

PURPOSE OF POSITION:

Schedulers are responsible for the scheduling and schedule editing of all rides performed by flex-fixed route, and demand response services in a customer-focused and professional manner. Manage all trips scheduling in accordance with company policy, answer customer inquiries regarding their scheduled trips, and perform dispatch duties and other general duties. Maintains a high level of professionalism in the conduct of all duties.

DUTIES & RESPONSIBILITIES:

SCHEDULING DUTIES:

Schedule passenger trips, create, publish (print) and perform data entry/edits on operator manifests; Prepare printed manifests for the following work day at the end of shift; Record and document all trip cancellations and no shows in accordance with company policy. Answer customer inquiries regarding schedule requests and scheduled trips; Check voicemail every five minutes for scheduling requests and inquiries, contact customers to confirm scheduled trips and changes. Keep email open at all times, responding to appropriate customer inquiries and forwarding others as appropriate to other staff.

DISPATCH DUTIES:

Answer incoming phone calls, assist customers with inquiries about current printed schedules and route options, bus delays and deviations, and forward other inquiries as appropriate to staff. Assist in-person customers with purchases and other inquiries.

Communicate with operators by radio or phone, follow company policies and Federal Communications Commission (FCC) procedures, observe radio courtesy; use sound judgment in providing dispatch instructions; be able to recognize, create, and follow logical sequences for pick-up/drop-off of passengers in an efficient manner. Maintain company provided daily logs and information sheets as required.

Follow all Transit Operator Check In / Check out procedures as appropriate, ensuring that each driver has the appropriate materials for their shift and acknowledges their schedule for the following work day.

Immediately record all incidents/accidents in dispatch logs, take appropriate action to ensure the safety of passengers following an accident; assist the driver, supervisor and police in emergency procedures and investigations following an accident, as outlined by MASCOT's policy and procedure manual, as well as Employee handbook.

Attend scheduled Safety meetings, including any training classes, which include but are not limited to: cardiopulmonary resuscitation (CPR), First Aid, substance abuse awareness, safety, and emergency procedures.

Other Duties As Assigned



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JOB REQUIREMENTS:

1. High School Diploma or equivalent, OR;
Two years of paid work experience as a Dispatcher or other Equivalent Experience
2. Able to pass initial and all subsequent scheduled and random drug screening. MASCOT is a drug-free work zone; no exceptions.
3. Able to pass initial background screening; no exceptions.
4. Possess a current and valid Alaska Commercial Driver's License (CDL) with a passenger endorsement. Possess a current and valid DOT Medical Examiners Certificate and maintain it at all times while employed with MASCOT. Must be able to complete training courses in cardiopulmonary resuscitation (CPR) and First Aid upon obtaining employment, as well as keep certifications current during employment with MASCOT.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES:

Ability to showcase excellence in customer service and phone answering etiquette
Ability to perform well under pressure in a fast-paced environment
Proficient in Microsoft Word and Excel
Demonstrated ability to deal with the public in a continually courteous and tactful manner at all times.
Ability to multi-task effectively
Ability to handle and resolve problems effectively and in real time
Have a clean driving record; no Major Disqualifying Offenses, Violating Out-of-Service Orders, or Railroad-Highway Grade Crossing Violations under the Motor Carrier Safety Improvement Act (MCSIA), and no have had more than one (1) Serious Traffic Offense identified in the MSCIA in the past thirty-six (36) months. Additionally, if you are required to take medications that have side effects that could possibly impede your ability as an operator, MASCOT requires a note from your physician giving the name of the drug, as well as dosage amounts.

DESIRED KNOWLEDGE, SKILLS & ABILITIES:

Proficiency in Novus (Trapeze) dispatching software
Knowledge of area- locations of local streets, roads, public facilities.
Type 45 words per minute

COMPENSATION:

This is an hourly position based on a thirty-two to forty hour (32-40) work week for Full-Time employment and fewer than thirty-two hours per work week for Part-Time employment.
Compensation is DOE, set by the Board of Directors and begins at \$11.00/hr.
This position requires a three (3) month introductory-training period. Employees remain at-will employees both during and after the initial ninety (90) day introductory/training period.