



Twin Cities Area Transportation Authority
(269) 927-2268 • Fax (269) 927-2310

275 East Wall Street, P.O. Box 837, Benton Harbor, MI 49023

JOB DESCRIPTION

Title: TRANSIT/PARATRANSIT DISPATCHER

Reports to: Customer Service Coordinator

Job Summary: Under general supervision, performs public transportation and paratransit transporting of people from one place to another for work, errands, church, school, shopping, to medical appointments or other reasons. Takes fares from passengers, announces routes, and ensures passengers get to and from their destinations safely. Under general supervision, performs public transportation and paratransit (Americans with Disabilities Act/Dial-A-Ride) scheduling, routing and dispatching duties; operates a variety of communication equipment, including two-way radio, GPS vehicle locator systems, telephone, computer mobile dispatch terminal and scheduling systems; creates, maintains and monitors computerized driver manifests/schedules; train incoming dispatchers, and responds to requests for service and provides a variety of information to passengers and the general public.

Essential Duties and Responsibilities:

1. Phone answers are responsible for handling incoming calls from customers. To provide public transportation and paratransit calls, and routing services to seniors, disabled individuals certified under the Americans with Disabilities Act (ADA), other disabled persons and the public.
2. Perform follow-up with Bus Operators or take whatever measures necessary to ensure that passengers are picked up on time and reach their destinations on schedule; and that bus operators are complying with rules.
3. Create, maintain, and monitor computerized daily manifests/schedules for phone and routing transit services.
4. When assigned, perform a wide variety of clerical duties including answering a multi-line phone, receiving, and sorting mail, and data entry and typing duties; maintain accurate records, logs and files on transportation and paratransit services; create monthly reports. Assist clerical support staff with other general office duties as needed.
5. Provide a variety of public transportation information to passengers, the public and other public agencies; provide quality customer service and respond to public inquiries and requests for service in a courteous manner. Getting customers picked up and delivered to destination on time is job one.
6. Must be present and available to work and able to perform the essential functions of this position.
7. Other Duties Assigned by the Operations Coordinator