Job Description

Job Title:	Transit Dispatcher	Classification:	Classified
Department:	Public Works	Grade:	120
Occupational Group:	Drivers, Fleet Mechanics and Support	FLSA:	Non-Exempt
Status:	Full-Time	Supervisory:	No

Primary Purpose

Under general supervision; performs daily dispatching, fare calculation, verification, reconciliation, and administrative support services for the City of Joplin's transit system.

Essential Job Functions

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Regular and consistent attendance for the assigned work schedule is essential.

1. Determines appropriate transportation service for requesting rider; assigns or denies services based on time, distance, and capacity.
2. Gathers rider information; maintains computerized records as well as written records regarding ridership.
3. Calculates fares for riders; verifies appropriate fares are collected by Drivers; reconciles fare collection; creates daily deposit in accordance with the City's cash handling procedures.
4. Compiles weekly and monthly statistics regarding ridership.
5. Authorizes or denies authorization for rides on a case-by-case basis if outside MAPS basic operating procedures and considers previously scheduled trips, time, distance, and current driver capacity.
6. Communicates frequently with drivers via two-way radio to monitor schedule adherence and to affect schedule changes, as needed.
7. Performs ticket sales for the transit system.
8. Contributes effectively to the Public Works Department, communicates effectively with co-workers, both within the department as well as outside the department. Maintains satisfactory attendance to ensure duties are performed without negatively impacting co-workers or delivery of service to the public.

Other Duties

- Attends and participates effectively at departmental staff meetings.
- Maintains the confidentiality of files, records, reports as required by law, City policy, and procedures.
- Performs other duties as assigned.

Minimum Qualifications

Knowledge of: MAPS and City of Joplin operating procedures; practices and techniques used in two-way radio communication; professional telephone and customer service practices; computer systems and applications; streets and service area included in the cities of Joplin, Webb City, Oronogo, Carterville, and Duenweg; techniques for communicating effectively with elderly or disabled individuals; Microsoft Office Suite.

Skill in: Establishing and maintaining effective working relationships with City employees and the public; eliciting and recording accurate information; communicating effectively and clearly to drivers and the public; providing timely and accurate service in public transit environment; operating computer system applications including database and spreadsheet applications; preparing variety of records, reports, and correspondence using appropriate format; maintaining filing/records systems; Microsoft Office Suite.

Education: High school diploma or GED equivalent required.

Experience: Two years of full-time clerical support, money-handling or dispatch work; experience working in a dispatching environment is preferred.

Licenses and Certifications: Possess and maintain a valid state issued driver's license.

Physical Demands Requirements and Working Conditions

This is primarily an office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment; vision to read printed materials and a computer screen; hearing and speech to communicate in-person and over the telephone. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset members of the public or their representatives while enforcing departmental policies and procedures.

Miscellaneous Requirements

Requires successful post-offer completion of a background investigation, physical exam, and drug test as a condition of employment with the City of Joplin.

Revision Date: 11/01/2021	Type of Change: Update position
Revision details: City-wide job description revision and updates.	