

Let's Go, Triangle!

Triangle Transit is now



Triangle

**Paratransit Dispatcher/Operator:**

This position is responsible for dispatching all rides to ensure on-time performance, taking reservations for future rides, and/or performing all duties related to the scheduling function. Duties involve having proficient knowledge of the service area and scheduling software; communication and interaction with both operators and passengers; and ensuring that all shifts are covered and service is provided in a manner consistent with the printed manifest. Promote team atmosphere in terms of communication, collaboration, and confidentiality. Provide fair and equal treatment of the operators and passengers. Based on division assignment, the Dispatcher may report directly to a Supervisor or Operations Supervisor. Candidates must have flexible schedule and be available to work the majority of operational hours.

**Responsibilities include (but not limited to):**

- Overseeing all routing and scheduling of vehicles; dispatching vehicles and providing timely information to operators on the streets; taking all scheduling and operator complaints, reporting to Supervisor or resolving problems directly with the customer.
- Providing solutions to drop-off and pick-up problems; assisting with no-shows or providing information to assist any and all emergency weather or vehicle breakdowns situations.
- Promptly addressing any field problems such as accidents, breakdowns, delays, etc. and maintaining a log of such occurrences; enforcing Triangle Transit Work Policies, Rules and Procedures; FTA, ADA and DOT guidelines regarding transit operations.
- When taking reservations, efficiently receives all ride request information from callers and repeats information received to confirm accuracy; records type of service/related information accurately on each ride request; and establishes rapport and professional confidence level with passengers as well as being sensitive to passengers needs.
- When scheduling, creates an accurate scheduling framework for dispatching; insert, change, and move trips to promote and maximize efficiency; promotes the safety of all operators and passengers; prioritizes and responds effectively to changing situations; reviews status of service delivery and responds to inquiries regarding individual ride status; and informs passengers of any changes to previously scheduled trips.
- Performing other routine office duties or special projects as assigned such as reviewing and correcting payroll data entry errors and driving routes if the need arises.

This position requires a high school diploma or equivalent; some college course work preferred along with three years transit related experience. Knowledge of existing transit routes, regional transit service areas and ability to read a map are necessary to be successful in this role.

The ability to use proper telephone etiquette and radio procedures is expected. Must have or be able to obtain a class B CDL with P endorsement. Candidate will also be able to meet the Department of Transportation physical requirements and maintain a DOT card. The individual will possess excellent oral and written capabilities, have a working understanding of PC's including the Microsoft Office Packages, and ability to react calmly and quickly in emergency situations. Candidate will be able to report to work during adverse weather conditions. Salary range is \$30,314-51,412 and a comprehensive benefits package is offered.

Qualified candidates can email cover letter and resume to: [jobs@gotriangle.org](mailto:jobs@gotriangle.org) or mail to: GoTriangle, PO Box 13787, RTP, NC 27709.

No phone calls or 3<sup>rd</sup> party solicitations please. EOE