

**Grant County Transportation District  
Position Description  
Transit Dispatcher/Office Assistant**

**GENERAL STATEMENT OF DUTIES**

The position of Transit Dispatcher/Office Assistant is designed to provide support for the transit office. This position will work closely with the District Manager and staff to coordinate public transit. The responsibilities of the Transit Dispatcher/Office Assistant are intended to assist with service delivery in the community.

The Transit Dispatcher/Office Assistant is typically the first line of contact with passengers and the community. Professionalism and courtesy are always expected while on duty.

**SUPERVISION RECEIVED**

Works under the supervision of the District Manager.

**SUPERVISION EXERCISED**

This position has **no** supervisory responsibilities.

**TYPICAL EXAMPLES OF WORK and GENERAL RESPONSIBILITIES**

1. Act as receptionist for the office - greeting visitors, answering the telephone, screening and routing calls, providing ticketing and scheduling assistance, etc.
2. Accurately enter trip requests into the agency's reservation and dispatch software, and/or manual reservation entry.
3. Accurately record/enter passenger data to assist in providing requested services.
4. Review dispatching software for the Medicaid brokerage to ensure continuity of timely service.
5. Assist staff with reservation and will-call dispatching and scheduling
6. Straightening, organizing and light cleaning of driver/dispatcher office and passenger lounge.
7. Participate in random alcohol and drug testing.
8. Follow all GCTD safety and operational policies, rules and procedures.
9. Report to work on time and maintain a strong attendance record.
10. Immediately report any unsafe or hazardous situations/conditions to the District Manager.
11. Ability to work pleasantly with the public and other staff.

12. Ability to follow written and oral instructions, and to organize and complete tasks in a timely manner.
13. Other duties as assigned.

GENERAL REQUIREMENTS

1. A high school diploma or the equivalent is required.
2. Possess general knowledge of standard office procedures and operation of office machines and common business software products.
3. Ability to keyboard 30-40 wpm, perform accurate data entry
4. Must pass pre-employment alcohol and drug test and criminal history background check.

SPECIAL COMMENTS:

1. All employees are hired at will.
2. Dispatcher's job performance will be evaluated annually. The evaluation report will be signed by the employee and District Manager.
3. Never permit an unauthorized person to operate or have access to District equipment or computers.
4. Refrain from any personal use of the company's equipment or vehicles unless the District Manager gives prior permission for each situation.
5. If personal errands need to be attended to, including checking a Post Office mail box, the dispatcher must clock out.
6. Dispatchers may not disclose any of the passenger's confidential information to anyone outside of GCTD staff, especially HIPAA (**Health Insurance Portability and Accountability Act of 1996**) protected information.

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Signature of Employee

\_\_\_\_\_  
Date

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Signature of District Manager

\_\_\_\_\_  
Date