



## Sacramento Regional Transit District Paratransit Dispatcher

<b>SALARY</b>	\$21.00 - \$24.31 Hourly	<b>LOCATION</b>	1400 29th Street Sacramento, CA
<b>JOB TYPE</b>	Full Time	<b>JOB NUMBER</b>	2023-007801E (Oct)
<b>DEPARTMENT</b>	SacRT GO Paratransit	<b>OPENING DATE</b>	09/07/2023
<b>RECRUITMENT TYPE</b>	Internal/External		

### Description

**THIS POSITION WILL REMAIN OPEN UNTIL FILLED. APPLICATIONS ARE REVIEWED AS RECEIVED, AND INTERVIEWS WILL BE SCHEDULED FOR MOST QUALIFIED CANDIDATES, AS APPLICATIONS ARE REVIEWED.**

Responsible for the direct day-to-day communications and interactions with Paratransit Operators and clients. Coordinates and directs the movement of vehicles for Paratransit services. Tracks and reports sign-in and sign-out times, assures routes are timely, and communicates Paratransit service issues to management as appropriate. Work requires incumbent(s) to exercise good judgement, make decisions within the limits of established policies, procedures and guidelines and provide excellent customer service.

### Examples of Duties

*This is a general listing of job functions and does not represent a complete listing of the position's responsibilities.*

- Takes Paratransit client calls and communicates issues with Paratransit Operators and management or Dispatch.
- Monitors radio, telephones, and on-road provision of service to ensure quality.
- Monitors and completes Paratransit Operator sign-in and sign-out daily.
- Monitors service to ensure it meets the parameters set forth in the Americans with Disabilities Act.
- May dispatch Paratransit Operators to ensure adequate disbursement of trips between all assigned routes.
- Monitors daily system performance.
- Analyzes and adjusts computer dispatch schedules for conditions affecting passenger service.
- Maintains two-way communication with operators, providing information on customers, cancellations, and directional assistance where necessary.
- Provides appropriate troubleshooting information to field personnel so that service to the public is maintained with a minimum of delay and inconvenience.
- Participates in analysis and review of Paratransit operating performance.
- Notes closed and/or late starting of routes and communicates same to management and/or Superintendent as appropriate.
- Performs other related duties as assigned.

### Minimum Qualifications

**Education and Experience:** High School Diploma or equivalent.

Two (2) years of customer service experience required. One (1) year previous Paratransit Dispatcher experience preferred.

**Required Licenses and/or Certificates:** Possession of a valid driver's license is required at the time of application and have a satisfactory driving record as defined by SacRT with the ability to obtain and maintain a valid California Class C driver's license.

## Filing Instructions/Supplemental Information

Meeting the minimum qualifications does not guarantee that a candidate will be invited to participate in other examination segments of the selection process. An employment application is required for this position. Applications, job announcements, and copies of the complete job description are available through our website at [www.sacrt.com](http://www.sacrt.com).

**Completed employment application must be submitted online. SacRT will not process incomplete applications.**

**Resumes are not accepted in lieu of an application, but may be included with the application.** For more information on benefits, a summary sheet is available from the Human Resources Department. The Human Resources Department will make reasonable efforts in the recruitment process to accommodate candidates with disabilities. For more information, contact the Human Resources Department at (916) 556-0298.

**Note:** Although the use of certain controlled substances is now legal in California for both recreational and/or medicinal purposes, if you are not able to pass a pre-employment drug screening, you will not be considered for this position.

**SacRT has a stand alone pension plan which is not part of, nor does it have reciprocity with CalPERS.**

**SacRT is an Equal Opportunity EOE Employer - Minorities/Women/Disabled/Veterans.**

**This position falls under the ATU, Local 256 Collective Bargaining Unit.**

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### Agency

Sacramento Regional Transit District

### Address

1400 29th Street

Sacramento, California, 95812

### Phone

9165560298

### Website

<http://www.sacrt.com/>

## Paratransit Dispatcher Supplemental Questionnaire

### \*QUESTION 1

Describe your dispatching work experience including any experience within the public transit industry. In your response, include your job title, the employer and number of years/months you performed the function.

### \*QUESTION 2

**Describe, in detail, your experience providing customer service. In your response, include your job title, the employer and number of years/months you performed the function.**

\* Required Question