



Sacramento Regional Transit District

Community Bus Services (CBS) Dispatcher/Supervisor

SALARY	\$38.12 - \$53.64 Hourly	LOCATION	1400 29th Street Sacramento, CA
JOB TYPE	Full Time	JOB NUMBER	2024-00204IE
DEPARTMENT	Community Bus Services	OPENING DATE	01/23/2024
CLOSING DATE	Continuous	RECRUITMENT TYPE	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.

This classification is primarily responsible for performing many of the tasks in the following areas: Radio Dispatch; Telephone Requests for Route Deviation; Data Entry into Scheduling Software; Customer Service; Supervisory Responsibility over CBS Operators and In-Service Vehicles; CBS Data Collection and Tracking. Work mainly involves having primary responsibility for full-time supervision of CBS Operators and in-service vehicles, including controlling routes via radio, taking telephone requests for route-deviations, hiring/firing, corrective action, and completing and conducting performance evaluations. This class provides direct and/or indirect supervision to lower-level personnel.

Examples of Duties

- Coordinate and supervise Operators via two-way radio and Mobile Data Computer (MDC), including detouring and deviating vehicles from normal routes, coordinating incidents and accidents with Transportation Supervisors in the field, relaying messages and transfer requests, ensuring on-time performance.
- Take customer requests over the telephone for route deviations; analyze and communicate to customer whether request can be granted or not; provide customer with any available options; enter requests into Flex-route scheduling software.
- Ensure deviation request is communicated via MDC or radio to Operator.
- Intake customers' questions, concerns and/or complaints over the telephone, advising customer of status.
- Oversee and record Operators' sign-on and sign-off times; track all paperwork to be completed and turned in, including, but not limited to time sheets, vacation requests, accident/incident reports, courtesy cards, transfer books, route deviations, detours, on-time performance, missed trips, road calls and passenger counts; counsel operators and apply lower-level discipline according to Departmental procedure and negotiated labor agreement; recommend higher-level discipline to management; and coordinate vehicle services with Bus Maintenance to maintain scheduled operations. Other duties as assigned.
- Collect and track operating data as assigned. Data collected may include, but is not limited to, route deviations, detours, on-time performance, missed trips, accidents, incidents, road calls, and passenger counts. Other duties as assigned.

Minimum Qualifications

Required Prior Education: High School diploma or GED.

Required Prior Experience: Two years of dispatching work experience preferably within the public transit industry including deviated fixed route type service.

Special Requirements, Licenses and/or Certifications: Must possess a valid Driver's License at time of application. Must possess a valid California Class C driver's license at time of hire. Must comply with drug and alcohol testing provisions for safety sensitive employees as required by the FTA, Department of Transportation (49 CFR, Part 655).

Filing Instructions/Supplemental Information

The minimum qualifications as stated on this job announcement represent only the basic requirements of the position. Meeting the minimum qualifications does not guarantee that a candidate will be invited to participate in other examination segments of the selection process. Final candidates must pass a pre-employment DOT drug test, physical examination and reference check. Applications, supplemental questionnaires, job announcements, and copies of the complete job description are available through our website at www.sacrt.com.

Completed employment application and supplemental questionnaire as outlined above, must be submitted online. This position will remain open until filled. Applications are reviewed as received, and interviews will be scheduled for most qualified candidates. 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.

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 AFSCME, Local 146 Collective Bargaining Unit.

Agency

Sacramento Regional Transit District

Address

1400 29th Street

Sacramento, California, 95816

Phone

9165560298

Website

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

Community Bus Services (CBS) Dispatcher/Supervisor Supplemental Questionnaire

*QUESTION 1

Describe your dispatching work experience including any experience within the public transit industry. In addition, detail any dispatching experience with fixed-route bus, "extra-board", dial-a-ride/demand response, and/or deviated fixed route

type services. 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 supervising or acting as a lead over other staff, including details on the oversight you provided, types of disciplinary actions you may have performed and the number of employees you were responsible for. In your response, include your job title, the employer and number of years/months you performed the function.

***QUESTION 3**

Describe your familiarity with Collective Bargaining Agreements and any experience you have interpreting union contracts to resolve employee relation issues such as scheduling work shift assignments or disciplinary actions. In your response, include your job title, the employer and number of years/months you performed the function.

***QUESTION 4**

Describe your experience collecting and tracking operating data to include driver report times, vehicle breakdowns, driver attendance, detours, accidents/incidents, road calls and passenger counts. In your response, include your job title, the employer and number of years/months you performed the function.

* Required Question