



**JOB TITLE:** Lead Dispatcher  
**DEPARTMENT:** Operations  
**REPORTS TO:** Dispatch Supervisor  
**JOB LOCATION:** DCTA Service Area

**LAST REVISION DATE:** 11/2019  
**JOB TYPE:** Full-Time  
**PAY TYPE:** Non-Exempt  
**HOURS:** Standard schedule, with nights, weekends, and holidays, as needed

**JOB SUMMARY:**

The Lead Dispatcher is responsible for managing and directing the dispatchers on their respective shifts including: providing direction to, and maintain two-way communications with, fixed-route operators while monitoring system performance and making scheduling adjustments where necessary to maximize on-time performance, and minimize service disruptions as a result of vehicle/operator availability and/or emergency situations. Upholds the NTMC mission and leads by example.

**JOB FUNCTIONS:**

***These duties are a general representation of the position; assignments may vary***

- Supervises and provides direction to dispatchers.
- Manages the process of sign-in and sign-out sheets daily for all operators. Notes absences and/or tardiness issues and communicates these issues to the Operations Manager as appropriate.
- Oversees the pre-trip reporting process, and reviews, approves, and audits bus and fuel reports for maintenance. Ensures operators' assignments of work, vehicles, and on-board equipment to operators and maintenance of checkout logs.
- Manages dispatcher performance and assists in managing system performance, provides supervisory direction and recommends adjustments and reassignments as necessary to ensure on-time performance.
- Manages the assigning of stand-by or extra board operators in the event of operator absences or increased service volumes, or to minimize service disruptions as a result of traffic, vehicle malfunctions, operator problems, and/or emergency or other situations.
- Troubleshoots problems encountered while providing service and takes steps to remedy identified problems and coordinate with the Operations Manager on problem resolution.
- Participates in analysis and review of operating performance.
- Maintains records; collects fare media information and assists in compiling data for reports; performs administrative and clerical functions as needed.
- Train, monitor, direct, supervise, and discipline direct reports as necessary to ensure safe and reliable operations within contractual guidelines and applicable regulations and laws.
- Accepts, documents, and secures items found on vehicles.
- Opens and/or closes facility depending on work shift.
- Reviews and edits operators' timesheets to ensure accuracy for payroll processing.
- Manages operators PTO requests to ensure coverage and accuracy for payroll processing.
- Performs the duties of an Operator when needed for route coverage.
- Performs additional tasks as assigned.



**REQUIREMENTS TO PERFORM WORK:**

***Essential Knowledge and Skills:***

- Ability to communicate effectively in both the written and spoken form; uses appropriate grammar, accurate spelling and punctuation when communicating through written form; communicates effectively with internal and external customers.
- Able to supervise staff and evaluate their effectiveness.
- Knowledge of, or ability to learn, the service area and system, including routes, services, peak traffic times and locations, and effects of weather on conditions; relevant regulations related to motor traffic control; occupational safety hazards, and the safety precautions necessary in conducting daily operations; personnel policies and procedures; service policies, and fare structures.
- Able to use or learn all system technologies required for the position, including computer equipment, basic MS Word, MS Excel specialized routing software, and communications equipment such as two-way radio systems and multi-line phone systems.
- Ability to obtain/maintain, within three (3) months of hire, a minimum Class B valid Commercial Driver's License (CDL) Passenger (P) endorsement for public passenger transport valid within the State of Texas.

**EDUCATION AND EXPERIENCE:**

- Must be at least 21 years of age.
- High school diploma or equivalent required.
- 2+ years of dispatch experience required.
- A minimum of 1-year supervisory experience required.
- Previous data entry, customer service, and/or operating experience preferred.

**PHYSICAL REQUIREMENTS:**

***The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.***

- Prolonged periods sitting at a desk and working on a computer.
- Ability to lift 25 pounds
- Repeated use of sight to read documents and computer screens
- Repeated use of hearing and speech to communicate on telephone and in person
- Repetitive hand movements, such as keyboarding, writing, 10-key
- Work regularly requires using hands to finger, handle or feel and repetitive motions, frequently requires sitting and occasionally requires standing, walking, reaching with hands and arms, lifting, pushing and pulling object(s) weighing up to 75 lbs.



**WORK ENVIRONMENT:**

- The noise level in the work environment is usually moderate.
- Works generally indoors in a climate-controlled office setting; occasionally works outdoors and in inclement weather conditions such as rain, hail, ice, sleet, and in cold or hot temperatures.

**BENEFITS:**

- Medical: 100% Employer Paid for Employees / 50% Employer Paid for Dependents
- Dental / Vision: 100% Employer Paid for Employees / 50% Employer Paid for Dependents
- STD, LTD, Basic Life & AD&D
- 401K / Employer Match
- Additional voluntary benefits offered during enrollment