



JOB TITLE: Dispatch Supervisor
DEPARTMENT: Operations
REPORTS TO: Assistant General Manager
JOB LOCATION: DCTA Service Area

LAST REVISION DATE: 01/2021
JOB TYPE: Full-Time
PAY TYPE: Non-Exempt
HOURS: Standard schedule, with nights, weekends, and holidays, as needed

JOB SUMMARY:

Under the direction of the Assistant General Manager, the Dispatch Supervisor is responsible for managing and directing the dispatchers on their respective shifts, including guiding and maintaining 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 Supervisor as appropriate.
- Oversees the pre-trip reporting process and enters safety-related items into appropriate software. Ensures operators' assignments of work, vehicles, and onboard equipment to operators and monitors the master schedule and dispatch 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 resulting from traffic, vehicle malfunctions, operator problems, and/or emergency or other situations.
- Troubleshoots problems encountered while providing service and takes steps to remedy issues identified, and coordinate with the Operations Supervisor on problem resolution.
- Participates in analysis and review of operations performance.
- Oversee and monitor records for fare media information and assists in compiling data for reports; performs administrative and clerical functions as needed.
- Trains, mentors, directs, supervises, and disciplines direct reports as necessary to ensure safe and reliable operations within contractual guidelines and applicable regulations and laws. Including but not limited to progressive discipline, suspensions and recommendation for terminations.
- Assists in the recruitment selection, onboarding, training, and performance management of staff. Conducts, at a minimum, annual performance reviews for assigned staff.
- Accepts, documents, and secures items found on vehicles.
- Opens and/or closes facility depending on a work shift.

- Works with the Assistant General Manager and Operations Supervisor to establish and maintain a strong safety culture, including attending and participating in monthly Safety Meetings; participating on committees; assisting with employee training, engagement, and recognition; and similar activities.
- Responds to equipment failures, schedule delays, service issues, incidents, injuries, etc., and manages the scene if needed; works with appropriate emergency personnel to resolve issue; ensures timely completion of reports and required follows-up with the Assistant General Manager, agency staff, and insurers as necessary; participates in investigations and assists in the preparation of materials for use in hearings, lawsuits, and insurance investigations.
- Maintains records, including dispatch control logs, attendance and shift replacement records, other incident reports, and similar records as required.
- Ensures significant performance indicators are collected, compiled, and communicated to appropriate staff monthly.
- Manages the pre-payroll process, including but not limited to approving driver and staff PTO, vacation and sick time requests, editing timesheets, Kronos log corrections, and reviewing of all timesheets to ensure accuracy for payroll processing.
- Ensures schedules are accurately inputted into the scheduler application within Kronos software and consistently up to date throughout the workday.
- 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.

EDUCATION AND EXPERIENCE:

- Must be at least 21 years of age.
- High school diploma or equivalent required.
- 3-4 years of dispatch experience preferred.



- A minimum of 2-year supervisory experience required.
- Previous data entry, customer service, and/or operating experience preferred.

COMPETENCIES:

The ideal candidate will possess the following attributes:

- Safety Acumen
- Self-Leadership
- Customer Service
- Communication
- Critical Thinking
- Trust
- Responsible
- Ethical
- Accountability

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
- Additional voluntary benefits offered during enrollment