



***Temporary Employee
Classification***
Parks & Community Services

Paratransit Dispatch Assistant

Job Task/Duties:

- Interacts with clients, families of clients, and social service agency representatives to register clients, resolve problems, provide general information, sell vouchers/tickets, and provide exceptional customer service.
- Assists with coordination of the daily operational activities of drivers and escorts regarding the movement of vehicles.
- Assists with coordination of staff and vehicles to fill requirements of daily ride schedule.
- Assists with coordination of use of paratransit vehicles and equipment.
- Maintains accurate records for the purpose of financial audits, quarterly usage reports, and other administrative needs.
- Uses and maintains automated scheduling database.
- Prepares statistical reports using scheduling software.
- Occasionally drives transit vehicles.
- Opens and/or secures facilities as required.
- Communicates via two-way radio, telephone, fax, letters, and memoranda.

Responsibility Level:

- Works independently with minimal indirect supervision.
- Interacts with patrons and provides detailed information and direction.
- Provides input and recommendations in the decision-making process.
- Handles money for program or activity.
- In absence of Paratransit Services Dispatcher, coordinates activities of transit drivers.

Experience Level:

- Possesses an experienced level of knowledge, skills and abilities in the paratransit/transportation field.
- Experience in emergency procedures and safety protocols.

Knowledge:

- Basic mathematics
- Personal computer operation in a Windows-based environment.

Skills:

- CPR and First Aid certification.
- Read and understand maps, policies, procedures.
- Coordinate multitasks and resources.
- Organize people and equipment.
- Analyze changing situations in the field and provide timely solutions.
- Exercise patience and understanding of needs of senior citizens and disabled.
- Develop and maintain good working relationships with City and outside agency personnel.
- Keep complete and accurate records of transit activities.

Abilities:

- Lift/push the equivalent of 50 lbs. to negotiate clients in wheelchairs up ramps, etc.
- Work flexible hours, including evenings and weekends.

Certifications/Licenses:

- Obtain and maintain CPR certification.
- Obtain and maintain American Red Cross First Aid certification.
- Possess and maintain a valid California Class B driver's license with all appropriate endorsements.