



Job Code: 0163
FLSA: NE
Unit: PCEA
Revised: 5/04

PARATRANSIT SERVICES DISPATCHER

DEFINITION

Under general supervision, assists the Recreation Supervisor in the efficient and timely planning, scheduling, coordinating and monitoring of all vehicle movements in the City of Pleasanton Paratransit Program; performs related work as required.

SUPERVISION RECEIVED/EXERCISED

Receives immediate supervision from a Recreation Supervisor. Coordinates the activities of transit drivers including the activities of part-time, temporary, and volunteer office workers.

TYPICAL DUTIES

1. Coordinates the daily operational activities of drivers and escorts regarding the movement of vehicles.
2. Coordinates staff and vehicles to fill requirements of daily ride schedule.
3. 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.
4. Trains new paratransit employees as necessary.
5. Coordinates use and maintenance of paratransit vehicles and equipment.
6. Maintains accurate records for the purpose of financial audits, quarterly usage reports, and other administrative needs.
7. Uses and maintains automated scheduling database.
8. Prepares a variety of statistical reports for administrative purposes.
9. Occasionally drives transit vehicles.
10. Opens and/or secures facilities as required.

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11. Communicates via two-way radio, telephone, fax, letters, and memoranda.
12. Facilitates communication with internal departments and external agencies.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Basic mathematics.
2. Personal computer operation in a windows-based environment.

Ability to:

1. Read and understand maps, policies, procedures, and statistical reports.
2. Coordinate multitasks and resources.
3. Organize people and equipment.
4. Analyze changing situations in the field and provide timely solutions.
5. Exercise patience with and understanding of needs of senior citizens and disabled.
6. Develop and maintain good working relationships with City and outside agency personnel.
7. Keep complete and accurate records of transit activities.
8. Work flexible hours, including evenings and weekends.
9. Lift/push the equivalent of 50 lb. to negotiate clients in wheelchairs up ramps, etc.
10. Instruct personnel in a clear and effective manner.

License:

Possession of valid California Class B driver's license with all appropriate endorsements.

Certificate:

Obtain and maintain CPR certification.
Obtain and maintain American Red Cross First Aid certification.