Elko County Human Resources
Employment Opportunity Announcement

POSITION: Transit Dispatcher II

SALARY: Step 1 - $17.30
        Step 2 - $17.82
        Step 3 - $18.36

APPLICATION DEADLINE: July 17, 2020

Elko County Transit Department is seeking qualified candidates for the position of Transit Dispatcher II. The successful candidate must be able to pass a background check, pre-employment physical and pre-employment drug and alcohol screening. This position is safety sensitive under the Federal Transit Administration’s Drug and Alcohol Policy 49 CFR Parts 40 and 655. Candidates must submit a copy of their Motor Vehicle Record from the Department of Motor Vehicles with the employment application.

- 100% PERS Retirement
- Minimal Fee for Medical/Rx, Dental, Vision and group life insurance
- This is a grant funded position and is reliant on the annual approval of grant(s).

Obtain an application and full job description at [www.elkocountynv.net](http://www.elkocountynv.net).

Elko County Human Services
540 Court St, Suite 105 (Physical Address)
571 Idaho St. (Mailing Address)
Elko, NV 89801
(775) 738-4375 phone
(775) 738-5984 fax

Elko County is an Equal Opportunity Provider and Employer

In compliance with applicable laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations.
TRANSIT DISPATCHER II

DEFINITION

The Dispatcher II performs all the duties of a Dispatcher I (outlined below) plus additional administration duties. The Dispatcher II reviews daily reconciliation and assists operations and safety performs daily reporting that is used to tie out to month end reports. The Dispatcher II position performs daily reviews of the routes and moves them around to maximize efficiency.

The Dispatcher I receives calls from passengers, schedules passengers to routes, assigns buses to drivers, answers questions, records actions, reconciles fares, responds to emergency situations, works with supervisor for response. Maintains two-way radio communications and operates a computer, dispatch software and dispatch database.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from Elko County Operations and Safety Supervisor. Provides general direction to drivers.

EXAMPLES OF DUTIES

The following duties are typical for this position. Incumbents may not perform all the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- All behaviors comply with Transit and Elko County policies and procedures manual
- Monitor and/or respond to a variety of calls, including phone, softphone, two-way radio; verify and monitor vehicle unit locations via computers; record all service call; prepare, prioritize and relay transportation requests including emergency situations
- Take calls from passengers
- Schedule trips tickets
- Schedule daily bus routes in response to passenger service; review organize and maintain trip manifests to maximize route efficiency.
- Reconcile fare and trips records with the driver
- Prepare dispatch system for daily reconciliation
- Respond to emergency situations as requested including hazardous and severe weather conditions. Coordinate with driver, supervisor, police and other dispatchers as required
- Dress in professional and/or business casual, including a uniform shirt
- Maintain a professional well-groomed appearance
QUALIFICATIONS

Knowledge Of:

- Transportation Regulations

Ability To:

- Learn how to operate an electronic manifest
- Behave and dress professionally
- Be innovative and goal oriented
- Thrive in a fast-paced, deadline-driven environment
- Communicate effectively; establish and maintain effective working relationships
- Communicate effectively with the public, upholding ridership rules while maintaining excellent customer service
- Be part of a team and be self-directed and well-organized
- Exercise independent judgement and initiative
- Be detail oriented

EXPERIENCE AND EDUCATION:

Any combination of training, education, and experience that would provide the required knowledge, skills, and abilities. A typical way to gain the required knowledge, skills, and abilities is:

- High school diploma or equivalent and one (1) year of transportation experience.

MACHINES AND TOOLS:

- Computer
- Mobile Tablet
- Radio
- Phones
- Transit buses
- Vehicle cleaning equipment
- 12 V Battery Charger
- Air Compressor

LICENSES OR CERTIFICATES

Continued employment is contingent upon all required licenses and certificates being maintained in an active status without suspension or revocation.

- Driver’s License
- Ability to obtain and maintain Commercial Driver’s License

OTHER REQUIREMENTS

- This position has been identified as safety-sensitive and is subject to pre-employment and random drug and alcohol testing in compliance with Elko County policies and state and federal regulations.
- Must have and maintain a clean Motor Vehicle Record.
- Must successfully pass a finger-print based background check.
PHYSICAL AND MENTAL REQUIREMENTS:

The physical and mental requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Strength, stamina, and agility to frequently sit while driving assigned vehicles; to stoop, squat, bend, kneel, crouch, crawl, climb, or balance. Strength and stamina to carry, lift, loosen, push, and pull various mechanical and automotive parts and equipment, and use hands to finger, handle, reach, tighten, feel or operate objects, hand and power tools, or controls. Infrequent lifting and/or moving of objects up to 50 pounds and occasional moving of objects up to 100 pounds. Assisting people using mobility devices, such as wheelchairs, walkers and canes. Specific vision abilities required include close vision, color vision, and the ability to adjust focus. Hearing acuity to sufficiently be able to differentiate subtle changes in engine sounds. Position must be able to communicate over the noise of engines and motors.

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Incumbents and individuals who have been offered employment are encouraged to discuss potential accommodations with the employer.

WORK CONDITIONS

Work is performed under the following conditions.

Work may be split up as much as 80% inside and 20% outside, in all type of weather. Working inside is sitting at a desk, walking between office equipment, meeting drivers in the field. Frequent exposure to outside conditions such as extremes of hot and cold, wet and/or humid conditions, dust, grease, fumes, and toxic or caustic chemicals. Incumbents work near moving mechanical parts and are exposed to working near or around loud engine noises, radio and phone. Exposure to sharp objects, pinch points, and moving objects and vehicles is common. Occasionally assigned to work independently in isolated geographic areas.