



EMPLOYMENT OPPORTUNITY

RECRUITMENT
OPENS
MAY 21, 2018
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PARATRANSIT DISPATCH/SCHEDULER \$14.96 - \$22.13 per hour

CLOSES
5:00 P.M.
JUNE 21, 2018
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POSITION DESCRIPTION:

Under general supervision, dispatches Paratransit Operators using a variety of communication devices. Prepares and adjusts ride manifests for Paratransit Operators and supplemental providers, monitors drivers' locations and documents drivers' adherence to ride manifests. Provides assistance with reports as instructed. Performs other functions as assigned.

DUTIES AND RESPONSIBILITIES:

Dispatches vans using various communication devices; Works to coordinate rides whenever possible; Prepares drivers packets for the next day; Administers driver sign-in and sign-out procedures; Communicates respectfully with Paratransit Operators and customers regarding any schedule adjustments; Uses a variety of communication systems and other automated tools to monitor paratransit operations, coordinate vehicles, and adjust schedules to optimize service delivery; Uses judgment to resolve unusual situations or situations that occur in the field such as broken equipment, errors in pick-up or drop off locations; Attempts to assess emergency/urgent situations and work with Reservation and Scheduling Coordinator, staff, and customers to resolve issues in a timely manner; Develops and maintains effective working relationships with other staff, representatives of the community, customers, and the public; Communicates effectively and respectfully with people from different racial, ethnic, cultural groups, physical and intellectual abilities, lifestyle choices and ages; Demonstrates an ability to be sensitive to the needs of customers; Will be required to courteously assist customers using various communication devices as well as in public; Will be required to provide information regarding all District services; Receives and forwards customer feedback to the Reservation and Scheduling Coordinator; Operates computer and software applications designed for scheduling; Adheres to METRO and departmental policies and procedures; May also be required to assist staff as needed; Performs clerical duties as assigned; Uses a variety of office equipment.

MINIMUM QUALIFICATIONS:

Ability to interact with customers and staff in a professional manner. Oral and written communication skills sufficient to complete paperwork, and effectively communicate with the majority of customers and co-workers. Working knowledge of major computer software (e.g. Microsoft office) systems. Ability to work calmly and in emergency/crisis situations. Working knowledge of Trapeze PASS preferred. Willingness and ability to work unusual hours including nights, weekends, and holidays. Fluency in Spanish is preferred.

PHYSICAL DEMANDS: While performing the duties of this job the employee is frequently required to sit, talk or hear, both in person and by telephone, use hands to finger, handle or feel objects or controls, reach with hands and arms. The employee is regularly required to stand, walk and twist at the neck. Occasional overhead reaching and lifting up to 30 pounds is required. Visual abilities required include close vision, distance vision, and the ability to adjust focus.

SPECIAL REQUIREMENTS: Good attendance record in previous employment; Must pass requisite background check; **This position is Safety Sensitive and is subject to Santa Cruz METRO's Drug and Alcohol testing as required by FTA CFR 49.**

APPLICATION PROCEDURE

An application packet may be obtained at our website at www.scmtd.com or at 110 Vernon Street, Santa Cruz, CA 95060. Please submit your application packet to the Human Resources department at 110 Vernon Street, Santa Cruz, CA 95060 by 5:00PM on the final filing date. For questions, please call 831-420-2542. AA/EOE