

# Regional Transit Job Announcement

2810 O Street, Sacramento CA 95816 (916) 556-0298 www.sacrt.com

## Community Bus Services (CBS) Dispatcher/Supervisor

### Internal / External

**Salary:** \$34.19 - \$47.84 hourly  
(Plus Excellent Benefits)

**Posting Date:** February 14, 2019 (Thu)  
**Filing Deadline:** March 6, 2019 (Wed)

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### SUPPLEMENTAL QUESTIONNAIRE AND OFFICIAL 10-YEAR (H6) DMV PRINTOUT ARE REQUIRED AT THE TIME OF APPLICATION

#### JOB SUMMARY

This classification is primarily responsible for performing tasks in the following areas: Radio Dispatch; Telephone Requests for Route Deviation; Data Entry into Scheduling Software; Customer Service; Supervisory Responsibility over CBS Operators and In-Service Vehicles; CBS Data Collection and Tracking. Work mainly involves having primary responsibility for full-time supervision of CBS Operators and in-service vehicles, including controlling routes via radio, taking telephone requests for route-deviations, hiring/firing, and corrective action. This class works under direction regarding the scope and approach to projects or assignments, but procedures and techniques are left to the discretion of the employee. This class provides direct and/or indirect supervision to lower level personnel.

#### EXAMPLES OF ESSENTIAL FUNCTIONS

- Coordinate and supervise Operators via two-way radio and Mobile Data Computer (MDC)
- Take customer requests over the telephone for route deviations; enter requests into Flex-route scheduling software; intake customers' questions, concerns and/or complaints over the telephone, advising customer of status
- Oversee and record Operators' sign-on and sign-off times; track all paperwork to be completed and turned in,
- Counsel operators and apply lower-level discipline according to Departmental procedure and negotiated labor agreement; recommend higher-level discipline to management
- Coordinate vehicle services with Bus Maintenance to maintain scheduled operations.

#### MINIMUM QUALIFICATIONS

**Education:** High School diploma or GED.

**Experience:** Two years of dispatching work experience preferably within the public transit industry including deviated fixed-route type service.

**Special Requirements, Licenses and/or Certifications:** Must possess a valid California Driver's License at time of application. Must comply with drug and alcohol testing provisions for safety sensitive employees as required by the FTA, Department of Transportation (49 CFR, Part 655).

**Candidates must submit a current and official 10-Year (H6) DMV printout, dated February 14, 2019, or thereafter, at time of application in order to be considered. Only official DMV printouts issued by the Department of Motor Vehicles are acceptable. Online DMV printout will not be accepted.**

#### FILING

The minimum qualifications as stated on this job announcement represent only the basic requirements of the position. Meeting the minimum qualifications does not guarantee that a candidate will be invited to participate in other examination segments of the selection process. Final candidates must pass a pre-employment DOT drug test, physical examination, criminal background check and reference check. An employment application, supplemental questionnaire and an official 10-Year (H6) DMV printout, as outlined above, are required for this position. Applications, supplemental questionnaires, job announcements, and copies of the complete job description are available at 2810 O Street, Sacramento, CA 95816, or through our website at [www.sacrt.com](http://www.sacrt.com).

**Completed employment application, supplemental questionnaire, and an official 10-Year (H6) DMV printout, as outlined above, must be submitted to the Human Resources Department no later than Wednesday, March 6, 2019, at 5:00 p.m.** RT does not accept e-mail applications, on-line applications, or late applications regardless of postmark. **Resumes are not accepted in lieu of an application, but may be included with the application.** For more information on benefits, a summary sheet is available from the Human Resources Department. The Human Resources Department will make reasonable efforts in the recruitment process to accommodate candidates with disabilities. For more information, contact the Human Resources Department at (916) 556-0298.

**RT is an Equal Opportunity Employer. EOE – Minorities/Women/Disabled/Veterans.**

This position falls under the AFSCME Local 146 Collective Bargaining Unit.

**(Supplemental Questionnaire on Reverse Side)**

# Sacramento Regional Transit District Supplemental Questionnaire

## Community Bus Services (CBS) Dispatcher/Supervisor

**Final Filing Date: Wednesday, March 6, 2019**

The purpose of this Supplemental Questionnaire is to obtain additional job-related information to identify the most qualified applicants to continue in the selection process. Completion of this material is required and your responses must be submitted with your employment application by 5:00 p.m. on the final filing date. **Candidates who do not complete this Supplemental Questionnaire will be eliminated from further consideration.**

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**Please answer the following questions. Attach answers on a separate sheet of paper and number each item accordingly.**

1. Describe your dispatching work experience including any experience within the public transit industry. In addition, detail any dispatching experience with fixed-route bus, "extra-board", dial-a-ride/demand response, and/or deviated fixed route type services. In your response, include your job title, the employer and number of years/months you performed the function.
2. Describe, in detail, your experience supervising or acting as a lead over other staff, including details on the oversight you provided, types of disciplinary actions you may have performed and the number of employees you were responsible for. In your response, include your job title, the employer and number of years/months you performed the function.
3. Describe your familiarity with Collective Bargaining Agreements and any experience you have interpreting union contracts to resolve employee relation issues such as scheduling work shift assignments or disciplinary actions. In your response, include your job title, the employer and number of years/months you performed the function.
4. Describe your experience collecting and tracking operating data to include driver report times, vehicle breakdowns, driver attendance, detours, accidents/incidents, road calls and passenger counts. In your response, include your job title, the employer and number of years/months you performed the function.