



**SACRAMENTO REGIONAL TRANSIT DISTRICT
invites applications for the position of:**

Dispatcher (Elk Grove Service)

SALARY: \$16.60 - \$21.76 Hourly
DEPARTMENT: Elk Grove Service
OPENING DATE: 09/10/20
CLOSING DATE: 09/23/20 11:59 PM
RECRUITMENT TYPE: Internal/External
DESCRIPTION:

OFFICIAL DMV PRINTOUT IS REQUIRED AT THE TIME OF APPLICATION

As a result of the current COVID-19 State of Emergency, SacRT will accept online DMV printouts until further notice.

Responsible for the direct day-to-day communications and interactions with Operators and clients. Tracks and reports sign-in and sign-out times, assures routes are timely, and communicates service issues to management as appropriate.

EXAMPLES OF DUTIES:

1. Takes client calls and communicates issues with Operators and management or Dispatch.
2. Monitors radio, telephones and on-road provision of service to ensure quality.
3. Monitors and completes Operator sign-in and sign-out daily.
4. May dispatch Operators to ensure adequate disbursement of trips between all assigned routes.
5. Monitors daily system performance.
6. Participates in analysis and review of operating performance.
7. Notes closed and/or late starting of routes and communicates same to management and/or Superintendent as appropriate.
8. Performs other related duties as assigned.

POSITION STATUS

This position will be considered a "termed" position, operating Elk Grove Services, and incumbents should recognize the position could be eliminated if the contract is terminated.

MINIMUM QUALIFICATIONS:

Required Prior Education: High School Diploma or equivalent.

Required Prior Experience:

- Two (2) years of Customer Service experience required.
- One (1) year previous Dispatcher experience preferred.
- Previous experience with Trapeze software preferred.

Required Licenses and/or Certificates: Must possess a valid California Driver's License

Required Knowledge: Knowledge of Elk Grove Service Area preferred.

Required Skills & Abilities:

- Must be able to read, write and speak English.

- Bilingual preferred(able to understand and speak fluent Spanish).
- Ability to handle multiple tasks simultaneously and maintain composure under pressure in a fast pace environment.
- Able to demonstrate a high customer service commitment.
- Able to demonstrate professional telephone manners.
- Able to maintain current DOT medical certificate as provided by SacRT.
- Able to comply with drug and alcohol testing provisions for safety-sensitive employees as required by the FTA, Department of Transportation (49 CFR, Parts 40 and 655).

Candidates must submit a DMV printout, dated September 10, 2020 or thereafter, at time of application in order to be considered. Only DMV printouts issued by the Department of Motor Vehicles are acceptable. As a result of the current COVID-19 State of Emergency, SacRT will accept online DMV printouts until further notice.

FILING INSTRUCTIONS/SUPPLEMENTAL INFORMATION:

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. An employment application and DMV printout, as outlined above, is required for this position. Applications, job announcements, and the complete job description are available at our website at www.sacrt.com.

Completed employment application and DMV printout, as outlined above, must be submitted online no later than Wednesday, September 23, 2020 at 11:59 p.m. SacRT will not process incomplete applications. 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.

SacRT has a stand alone pension plan which is not part of, nor does it have reciprocity with CalPERS.

SacRT is an Equal Opportunity Employer EOE - Minorities/Women/Disabled/Veterans.

This position falls under the ATU, Local 256 Collective Bargaining Unit

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.sacrt.com/Career/>

Position #EGDSEP21
 DISPATCHER (ELK GROVE SERVICE)
 CW

2810 O Street
 Sacramento, CA 95816
 (916) 556-0298

Dispatcher (Elk Grove Service) Supplemental Questionnaire

- * 1. Describe your dispatching work experience including any experience within the public transit industry. In your response, include your job title, the employer and number of years/months you performed the function.
- * 2. Describe, in detail, your experience providing great customer service. In your response, include your job title, the employer and number of years/months you performed the function.
- * 3. Please indicate if you are bilingual (English/Spanish fluent). (yes or no)
 Yes No

* 4. This position requires the ability to work early mornings (shift beginning as early as 4 a.m.), evenings (shift ending as late as 10:30 p.m.), weekends, and holidays. Please indicate if you are available to do this. (yes or no).

Yes No

* Required Question