

Dispatcher (Elk Grove Service)

Internal / External

Salary: \$15.65 - \$20.51 hourly
(Plus Excellent Benefits)

Posting Date: April 4, 2019 (Thu)
Filing Deadline: Continuous

Wage Rates are subject to confirmation/modification through the collective bargaining process.

SUPPLEMENTAL QUESTIONNAIRE AND OFFICIAL DMV PRINTOUT ARE REQUIRED AT TIME OF APPLICATION

ESSENTIAL FUNCTIONS

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

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

Education: Graduation from high school or equivalent.

Experience: Two (2) years of Customer Service experience required. One (1) year previous Dispatcher experience preferred. Previous experience with Trapeze software preferred. Bilingual desirable (understand and speak fluent Spanish).

Licenses/Certifications: Must possess a valid Driver’s License at the time of application.

Other Requirements: Must have a satisfactory driving record as determined by the District. Must have the ability to pass pre-employment physical/drug screen and Department of Justice criminal background check; must have a verifiable work history and pass employment reference check. Must 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 an official DMV printout at time of application, dated no more than ten (10) days prior to the date you submit your 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. An employment application, supplemental questionnaire and official DMV printout, as outlined above, is 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.sacr.com.

Completed employment application, supplemental questionnaire and official DMV printout, as outlined above, must be submitted to the Human Resources Department. RT does not accept late applications regardless of postmark and 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.

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

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

(Supplemental Questionnaire on Reverse Side)

Sacramento Regional Transit District Supplemental Questionnaire

Dispatcher (Elk Grove Service)

Final Filing Date: Continuous

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.**

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 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)