



CITY OF IRVINE
Department of Human Resources
One Civic Center Plaza
Irvine, CA 92606-5208

<http://www.cityofirvine.org/jobs>

**INVITES APPLICATIONS FOR THE POSITION OF:
Transit Program Dispatcher**

An Equal Opportunity Employer

SALARY

\$23.86 - \$37.53 Hourly \$4,135.73 - \$6,505.20 Monthly \$49,628.80 - \$78,062.40 Annually

OPENING DATE: 07/19/17

CLOSING DATE: Continuous

THE POSITION

The City of Irvine seeks a seasoned, energetic and compassionate Transit Program Dispatcher. The Dispatcher will coordinate and lead transit service personnel by providing fleet scheduling, dispatching and routing support for the City of Irvine TRIPS transit program.

The City's TRIPS program provides a low-cost, door-to-door, wheelchair accessible transportation service to qualified residents who are senior citizens and persons with disabilities over the age 18 and older who can no longer permanently drive. The Program provides transportation services throughout Irvine and adjacent cities to such destinations as Irvine senior centers, local shopping areas and medical facilities with the interest of promoting independence, mobility and enhancing the quality of life of those individuals who require specialized transportation services.

The ideal candidate for this position will be flexible, patient, and understanding while providing excellent customer service to clients and drivers. The candidate will be comfortable handling customer requests, questions and concerns. The selected candidate will be analytical, technologically adept, and possess superior communication skills to help address the changing needs of the TRIPS clients and the City's growing, diverse and dynamic population.

Hours: Varying 8 hour shifts between 7:00 AM to 6:00 PM Monday through Friday.

Testing: The chosen candidate will be subject to random drug and alcohol testing regulated by the United States Department of Transportation.

This is a continuous recruitment and interested applicants should submit their application as soon as possible. This recruitment may close at any time without notice. The first review of applications will begin on August 7, 2017.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties are normal for this classification. These are not to be construed as exclusive or all- inclusive. Other duties may be required and assigned.

- Organizes, coordinates, and leads transit dispatch center activities during assigned shifts. Provides work direction to Para-transit drivers in the handling of regular program operations, routes, dispatching, customer service and emergency situations to assure department procedures are followed. Maintains work standards.
- Develops and designs driver's routes and work schedules, maintaining set minimum staffing levels. Reviews and approves time- off requests taking into consideration scheduling conflicts/vacancies. Contacts off-duty employees and makes necessary

adjustments in shift schedules to fill vacancies. Assists in coordinating transportation for excursions and events.

- Receives reservation requests and negotiates passenger departure and pick-up times to ensure safe and efficient routes and schedules. Prepares daily routes for City transit program fleet and contracted transit service. Maintains contact with all vehicles on assignment. Maintains ongoing knowledge of status and location of City transit program and contract vehicles.
- Develops and provides training and guidance to new driver personnel. Assists qualified personnel to hire and train new employees in specialized transit service. Provides on-going training to drivers to update them on legal and procedural changes. Provides input into performance evaluations. Investigates complaints.
- Fills in for vacant driver shifts as needed. May physically assist passengers in and out of the vehicle, including loading and unloading wheelchair-bound patrons using a lift gate.
- Prepares records and logs. Maintains statistical information and transit program files. Updates training and operating manuals.
- Tests and inspects equipment as required. Arranges repair and maintenance of faulty equipment to the proper agency/department.
- Assists the public by telephone. Interprets, and explains department policies and procedures related to transit program. Operates a variety of communications equipment including radio transmitters and receivers, telephones, land- lines and computers. Maintains knowledge of communications equipment operation.
- Performs day-to-day supervisory duties and operations in the absence of the supervisor.

MINIMUM TRAINING AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

High school diploma or equivalent and three years dispatching and scheduling experience, or any combination of education and experience that provides equivalent knowledge, skills and abilities. Must possess a valid Class "B" California driver's license within six months of employment. Requires the successful completion of infant, child and adult first aid/CPR training.

Desirable Qualifications:

- Experience with dispatching, scheduling and transportation routing software.
- Experience working with seniors, adults with disabilities and/or a diverse clientele.
- Knowledge of the Department of Transportation rules and regulations.
- Bilingual preferred (English/Farsi or English/Chinese)

SUPPLEMENTAL INFORMATION

CITY OF IRVINE

The City of Irvine is located 40 miles southeast of Los Angeles and six miles from the ocean in Orange County, California. Irvine encompasses more than 66 square miles and has a current residential population of more than 267,000. Incorporated in 1971, Irvine is recognized as one of America's safest and most successful master-planned urban communities. Top-rated educational institutions, an enterprising business atmosphere, state-of-the-art transportation programs and systems, sound environmental stewardship, and respect for diversity all contribute to Irvine's enviable quality of life. The City is ideally located adjacent to John Wayne/Orange County Airport and close to many of Southern California's largest tourist

attractions, numerous resorts, and some of the state's finest beaches.

Irvine has also been recognized as one of the America's Best Cities to Live, according to *Money Magazine*. The City of Irvine also has the distinction of being one of the safest cities in the United States with a population of more than 100,000, based upon FBI statistics on violent crime.

The City employs more than 800 full-time and 500 part-time personnel and has an operating budget of \$191.7 million. The Irvine community features an array of entertainment and recreational opportunities, parks and open space, a nationally recognized school district, a vibrant business environment, and an exceptional quality of life that makes it one of the most desirable cities in which to live and work.

THE DEPARTMENT

Community Services

The Community Services Department has developed over the City's history into an award winning mixture of programs and services. The Department employs 127 full-time and approximately 500 part-time personnel. Community Service programs/functions include Senior Services, Child, Youth, and Family Services, Animal Care, Recreation and Park Services and Operations, Orange County Great Park, Disability Services, Athletics, Aquatics, Fine Arts Center, Facility Reservations and Contract Classes, Development and Park Planning, Environmental and Open Space Programs, Administrative, Business and Support Services, Community Relations, Volunteer Coordination, Public Information and Special Events, and Transportation Services (TRIPS).

The Department oversees development and maintenance of more than 700,000 square feet of high quality public facilities, creation of community and neighborhood park systems, and operation of existing parks and facilities, which includes: athletic fields and two aquatic centers, multiple community and neighborhood parks, three senior centers, eight community centers, a fine arts center, an adventure playground, a nature center, an animal care center and a skate park.

The Community Services Department vision is to create a lasting contribution to the health and well-being of the community. The Department's mission is to provide exceptional service, innovative programs, and diverse cultural experiences in vibrant and sustainable spaces.

SELECTION PROCESS

The selection process may include one or more of the following: application review and evaluation, performance test, written test, and/or oral interview examination.

Questions asked during the selection process are based on the knowledge and abilities required to successfully perform the job. If you have a disability that requires accommodation during the selection process, please notify Human Resources at least 24 hours prior to the first phase of the selection process.

The successful candidate may be required to take and pass a post-offer medical examination, including drug screening, by a City physician to ensure their physical suitability to perform assigned duties. In addition, the City of Irvine conducts a thorough background investigation prior to appointment.

This recruitment will establish an eligibility list to fill future vacancies in this classification. This recruitment may also be used to fill positions in similar and/or lower classifications within the organization.

The City of Irvine is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Transit Program Dispatcher Supplemental Questionnaire

- * 1. Failure to complete all fields of the "Work Experience" section of the application may result in your application not being considered. A resume will not be considered in lieu of a complete application and will not be used in determining your qualifications for this position.
 I acknowledge I have read and understand the above information.
- * 2. Do you possess a Class "B" or "A" California driver's license?
 Yes No
- 3. If you possess a Class B California driver's license, please provide your license number and expiration date.
- * 4. Do you have the ability to push, pull and secure a wheelchair with a seated passenger?
 Yes No
- * 5. Do you possess or have the ability to obtain CPR and First Aid training within three months of employment?
 Yes No
- 6. If you possess CPR and First Aid certification, please provide the expiration date of your certification.
- * 7. Do you have at least three years of dispatching and scheduling experience?
 Yes
 No
- * 8. If yes, please indicate where you gained this experience.
- * 9. Please describe in detail your use of dispatch, scheduling and routing software. Indicate the name of the software(s) used and where you gained this experience.
- * 10. Shifts are from 7:00 AM to 4:00 PM or 9:00 AM to 6:00 PM Monday through Friday. Are you willing and able to work the outlined schedule?
 Yes No
- * Required Question