



## DISPATCHER SUPERVISOR

**\$5,419.00 – \$7,539.00 PER MONTH PLUS GREAT BENEFITS**

**Apply Immediately - Recruitment may be closed at any time without notice.**

**THE JOB:** Ride OMNITRANS to a satisfying career that lets you make a difference in the San Bernardino Valley. Omnitrans, provider of public mass transit for the San Bernardino Valley in Southern California is seeking a highly skilled professional to join our award winning team. Omnitrans is a great place to work; we are located close to the mountains, the desert, and beaches of Southern California and offer a vast array of recreation, quality schools and affordable housing. This position directs, coordinates and supervises the activities of Dispatch personnel; reviews, modifies, and approves Coach Operator payroll; ensures all routes are covered for service; manages the voice radio/data communications systems, dispatch and radio/data software and related reports by performing the following duties (the omission of specific statements of duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification):

- Supervises, coordinates and monitors the activities of dispatchers, ensuring vehicles and Operators are assigned in a prompt, efficient and effective manner. Ensures courteous and professional communications between Coach Operators, Field Supervisors, Maintenance, Management and other personnel are maintained. Advises and updates the customer service representatives on the status of all route delays, route detours and lost service.
- Implements, manages and supervises Operator timekeeping, radio/data communication hardware and software and related recording equipment. Advises Director and Managers on personnel issues and observations, vehicle and system status, including exceptions and other issues and problems in a timely manner.
- Creates, maintains, monitors and analyzes various logs and reports generated by dispatch personnel and related software. Ensures accuracy, thoroughness and timely completion of reports and compliance with policies, standards and legal requirements.
- Monitors and records system performance, prepares and maintains records and written reports. Recommends new or revised routes, schedules and levels of service in accordance with the Short Range Transit Plan.
- Recommends procedural modifications related to dispatch, monitor and control of in service personnel and vehicles. Assists in the development of and implements standard operating procedures, audits procedures and reports for compliance to standard operating procedures, legal requirements and labor contracts.
- Knowledgeable in CA DMV traffic laws, CA and Federal hours of service regulations, safety standards for operators and coaches. Performs all routine dispatch functions as needed on a temporary basis and/or in emergency or other adverse situations.

**THE REQUIREMENTS:** The Candidate selected will possess an Associate's degree (A.A.) or an equivalent from a two-year college or technical school and four years of progressively responsible experience in transit operations, with at least three years dispatch or supervisory experience or any equivalent combination of education and experience. The Candidate must be knowledgeable in current business operating systems, Microsoft Office, Transitmaster and Trapeze Ops software. Possession of or ability to obtain a valid California driver's license (Class A or B) with air brake and passenger endorsements and a valid Medical Examiner's Certificate. A safe driving record is required. A **CURRENT (30 days or less) California (H6) D.M.V. printout MUST be submitted with the application.** The perfect Candidate will have the ability to read, analyze and interpret documents such as safety rules, operating and maintenance instructions, procedure manuals, technical procedures, or governmental regulations. This individual will also possess the work knowledge of transit operations including equipment, bus operation procedures, safety regulations and federal and state public transportation regulations; implementation of union contracts, rule books and progressive disciplinary procedures; basic accident, complaint and claims investigation procedures; transit personnel and equipment dispatching procedures and use of radio/data communications equipment and systems.

**THE SELECTION PROCESS:** Candidates will be screened for relevant qualifying experience that consists of an evaluation of education and experience as described on the fully completed application. The **most competitively qualified candidates** will be invited to participate in the selection process. The selection process may include a combination of written, performance, and oral examinations. All employment offers are contingent upon successful completion of both a pre-employment physical exam, including a drug test and a criminal background investigation, which will include Life Scan fingerprinting. For further information about this exciting career opportunity, please visit our website at [www.omnitrans.org](http://www.omnitrans.org). We are unable to accept resumes in lieu of a fully completed application but one may be attached. Applications can be obtained at Omnitrans, 1700 W. 5<sup>th</sup> St., San Bernardino, CA. **EEO/AA including Protected Veterans and Individuals with Disabilities.**