



DISPATCHER SUPERVISOR

\$5419.00 – \$7539.00 per month + Great Benefits

FRIDAY, MAY 26, 2017 AT 5:00 P.M.

THE JOB: **OMNITRANS**, provider of public mass transit for the San Bernardino Valley in Southern California is recruiting for Dispatcher Supervisor. This individual directs coordinates and supervises the activities of Dispatch personnel; reviews modify and approves 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, but not limited to, the following duties:

- 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. Advise and update 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.
- 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.
- Advises Director and Managers on personnel issues and observations, vehicle and system status, including exceptions, and other issues and problems in a timely manner.
- 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 Ideal Candidate will possess an Associate's degree (A.A.) or 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. This Individual must have the ability to directly supervise Communications, Window and Relief Dispatchers; carry out supervisory responsibilities in accordance with the organization's policies, labor contracts and applicable laws and establish and maintain effective working relationships with others. Other responsibilities include interviewing, hiring recommendations, and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

The selected Candidate must be knowledgeable in current business operating systems, Microsoft Office Transit Master and Trapeze Ops software. The selected Candidate will need to obtain and maintain possession of 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. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions for this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit and talk or hear; frequently required to stand, walk, use hands to finger, handle or feel and reach with hands and arms; must occasionally lift and/or move up to 25 pounds; specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus The selected candidate must be able to work any specified Shift which may include day, swing, splits, or graveyard shifts, weekends, and holidays. A CURRENT (30 days or less) California (H6) D.M.V. printout MUST be submitted with the application. This position is considered safety-sensitive and subject to drug and alcohol testing, including random testing, under Federal Transit Administration (FTA) regulations.

THE SELECTION PROCESS: Applications will be screened for relevant qualifying experience. Only the most competitively qualified candidates will be invited to participate in the selection process. Applicants meeting the minimum qualifications are not guaranteed advancement to the interview. Only those applicants who most closely meet the needs of the Department will be invited to participate in the selection process. The selection process may include a combination of written, performance, and oral examinations. The process may also require a pre-assessment evaluation, DOT pre-employment physical examination with DOT drug screening. Failure to submit a complete and accurate application at the time of filing may result in your ineligibility for this recruitment. Further information on career opportunities and applications can be obtained at Omnitrans, 1700 W. 5th St., San Bernardino, CA 909/379-7260 or visit our website at: <http://www.omnitrans.org/about/jobs.asp> EEO/AA