Employment Opportunity

Transit Dispatcher - Full-Time

Location: Coupeville, WA

Summary:
Responsible for functions of the dispatch office; directing the operation of transit vehicles; ensuring the smooth and efficient flow of transit services and maintains communication between Operators and the Dispatch office. Dispatchers are eligible for union membership with Amalgamated Transit Union Local 1576.

Work Schedule:
Individual Dispatcher assignments are comprised of specific schedules/duties covering service hours and are bid for by seniority. Dispatchers work 5 days per week. Operating days will be Monday – Saturday.

Wage:
Starting wage is $21.02 per hour.
Wage range is $21.02 - $28.50 with annual increases and longevity pay based on years of service. Island Transit offers an excellent benefits package.

Successful applicant(s) must be able to obtain a CDL (training provided), pass a reference check, post-job offer pre-employment drug test, DOT physical examination, driving record check and criminal background check.

Closing Date:
First consideration to applications received by March 20, 2020. Position will remain open until filled.

How to Apply:
Applications packet is available at www.islandtransit.org or at Island Transit’s Coupeville facility. A complete application is required to be considered for the position and submitted to:

Island Transit
Attn: Dispatcher Position
19758 SR 20
Coupeville, WA 98239

Internal Applicants must submit the internal Job Transfer/Promotion form.

Island Transit is an Equal Opportunity and Drug Free Workplace
POSITION TITLE: DISPATCHER
REPORTS TO: Operations Manager
TESTING STATUS: Safety Sensitive

POSITION SUMMARY:
Reports to the Operations Manager and under the direct supervision of the Dispatch Supervisor, Operations Supervisor, and Road Support Supervisor. Responsible for essential duties and functions of the dispatch office; directing the operation of any transit vehicle in or out of service; ensure the smooth and efficient flow of transit services within the designated service area; maintaining communication between Operators and Dispatch, and; understanding and applying Island Transit policies, and procedures, rules and regulations.

This position is classified as safety-sensitive under Island Transit's Drug and Alcohol Policy and is subject to FTA/DOT random drug and alcohol testing. The use of marijuana and illegal drugs is prohibited at any time while employed by Island Transit.

ESSENTIAL DUTIES:
1. Respond to and record all radio transmissions and keep Operators advised of current road and traffic conditions.
2. Monitor radios and telephones for the coordination of Paratransit, fixed route, and fixed route deviation service. Respond to public inquiries and provide transit fixed route schedule, route deviation and Paratransit information.
3. Receive in-coming phone calls for the organization as needed. Refer in-coming calls to appropriate person and/or department. Forward public comments to appropriate agency staff.
4. Operate any transit vehicle in-service and/or out of service at any time to cover system operations as needed.
5. Assign buses to schedules. Coordinate with Road Support and Maintenance needs.
6. Maintains vehicle assignments to match maintenance and service needs.
7. Read and understand all posted memos and policies and stay up to date on current policies and procedures. (ex. Memo book).
8. Read and understand a labor union bargaining agreement.
9. Monitor and report to Operations supervisory staff any Operator concerns or possible violations of Operations procedures and/or policies.
10. Report safety concerns to Operations supervisory staff or other management
personnel.

11. Monitor and ensure proper rotation and assignment of Part-Time and Extra-Board Operators, working with Operations supervisory staff to assure optimal daily shift coverage.

12. Mail out Paratransit applications upon request. Receive incoming Paratransit and route deviated ride requests and input information into dispatch scheduling software system. Develop daily paratransit service schedules, assigning trips to appropriate runs, and maximizing service quality and system productivity.

13. Maintains confidentiality of Island Transit rider personal information.

14. Monitor and verify Operator schedule information on timesheets. As directed, make changes to trip sheet time points.

15. Maintain appropriate forms and supplies in the Dispatch Office and assist Operators with necessary supplies required to perform their job.

16. Maintain accurate records of ridership, mileage and fuel consumption. Maintain records and make reports as required.

17. Ability to use dispatch and mobile data system technology to promptly report and record movement and location of vehicles to inform other departments regarding any accidents, delays, equipment failure, and other incidents that may affect service. Make appropriate reports to local emergency services.

18. Coordinate assistance as needed to Operators for emergencies, mechanical problems, re-routes or rider problems.

19. May perform other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to use good judgment and act quickly, decisively, and effectively in various circumstances.
- Ability to communicate effectively both verbally (including over the radio) and in writing using Island Transit Information Technology systems.
- Ability to monitor Operators effectively and provide appropriate reports.
- Ability to follow directions from a supervisor.
- Willingness to accept responsibility for personal decisions and actions.
- Ability to work effectively with fellow employees, the elderly, disabled and the general public.
- Relate to and handle various personalities and possess an awareness of human needs and deal with stressful situations in a calm and professional manner.
- Ability to work with a high degree of accuracy and attention to detail in an atmosphere of frequent interruptions.
- Ability to assist with training of employees and new trainees.
- Ability to effectively coordinate both fixed-route service and demand-response service and possess an understanding of the unique needs of each service.
- Knowledge of, and ability to learn and use standard computer software applications including Microsoft Office, dispatch scheduling software programs, mobile data systems.
- Ability to utilize good geographical skills and knowledge; including the ability to
read and interpret maps and logistical data.

- Ability to attend work on a punctual and regular basis.
- Work shifts as configured by Island Transit to cover service hours. Flexibility of work schedule may occasionally be required.
- Ability to understand, carry out, and effectively give instructions as needed.
- Ability to attend organizational and refresher training as related to the position.

QUALIFICATIONS AND EXPERIENCE:

1. High School Diploma or equivalent, preferred.
2. Experience in public transportation preferred, or a combination of education and experience in related field.

WORKING CONDITIONS, TOOLS AND EQUIPMENT:

Duties performed primarily in an office environment while sitting at a desk or computer or occasionally standing at a counter for a period of time. While performing the duties of this job, the employee occasionally works in outside weather conditions and is occasionally exposed to wet and/or humid conditions. Incumbent must be knowledgeable of safety procedures and use of personal protective equipment if exposed to toxic or caustic chemicals. The employee must occasionally lift and/or move up to 50 pounds.

The noise level in the work environment is usually quiet, but may be loud at times while in the office or moderately loud when in the field. This position may occasionally require out of town and overnight travel to meetings or training.

Individual Dispatcher assignments are comprised of specific schedules and duties. Dispatchers work in an intensive team environment with other Operations personnel who support and direct the work activities of Operators and the system. The environment is often fast-paced with frequent interruptions, and changing priorities.

Typical tools and equipment used to accomplish job tasks: van, bus or car; wheelchair lifts; computer; laser printer; multi-channel radio system; radio equipped vehicles fax machine; photocopier; calculator; and multi-line telephone and telecommunication devices for the deaf (TDDs), facility alarm systems, and video surveillance systems for facilities monitoring.

Ability to perform essential job functions includes, but is not limited to: sitting for extended periods of time; communicating verbally over the telephone, radio and in person; operating standard office equipment; frequently standing and walking; occasionally reaching with hands and arms, stooping, kneeling, crouching and lifting or moving up to 50 lbs. Vision requirements include close vision, distance vision, color vision, peripheral vision, depth perception, ability to adjust focus and night vision.
SPECIAL REQUIREMENTS:

3. Must possess a valid Washington State driver’s license, and be able to obtain and maintain a valid Class “B” Commercial Driver’s License with passenger endorsement and air brake restriction lifted. Training & Testing provided by Island Transit.

4. Must have an acceptable five (5) year driving record that meets the agency’s hiring criteria and maintain acceptable driving record during employment.

5. Ability to obtain CPR and First Aid Certification. Classes provided through Island Transit.

6. Employment is contingent upon ability to meet strict physical requirements which will be determined by completion of a post-job-offer employment-related physical examination with drug screen, criminal background investigation, and reference check, the results of which must meet the agency’s hiring criteria.

7. Must be able to physically perform the essential functions of the job and to safely operate transit vehicles as needed.

8. Physical or other testing will be required when such testing is reasonably necessary in determining job related abilities or reasonable expectation of successfully performing the job to the Employer’s standards.

9. Wear Company provided uniform. Maintain good grooming standards while on duty. Uniform upkeep is the employee’s responsibility.

The Dispatcher position is a non-exempt position under the Fair Labor Standards Act (FLSA).

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge, and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

________________________________________   __________________
Signature                                      Date

Approved:
Administrative & HR Manager  5/2019
Operations Manager            5/2019
Executive Director/Designee   5/2019
Print neatly or type and answer all questions. Do not submit a resume in lieu of completing any portion of the application. An incomplete application may disqualify you from further consideration.

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<tr>
<th>POSITION APPLYING FOR: ___________________</th>
<th>APPLICATION DATE: ______________</th>
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Are you related to any current Island Transit employee?  
Yes ___  No ___
If Yes: Name ____________________________ Relationship ____________________________

Have you previously applied for a position with Island Transit?  
Yes ___  No ___
If Yes: What Position: _____________________ Approximate Date: _____________________

Have you previously interviewed for a position with Island Transit?  
Yes ___  No ___
If Yes: What Position: _____________________ Approximate Date: _____________________

Have you previously been employed by Island Transit?  
Yes ___  No ___
If Yes: Job Title: _______________________ Dates: ____________________________

Are you legally authorized to work in the United States?  
Yes ___  No ___

Have you ever been fired or asked to resign?  
Yes ___  No ___

Island Transit follows the requirements of the Washington “Fair Chance Act,” RCW 49. We will not inquire about prior arrests and convictions until after we determine an applicant is otherwise qualified for the position for which the applicant applied, except as allowed under RCW 49. There are specific exemptions for applicants who may have unsupervised access to children, vulnerable adults, or vulnerable persons, certain financial institutions, law enforcement, and volunteers. A conviction record will not automatically disqualify you for employment unless such record would reasonably affect your fitness for the job for which you are applying.
DRIVING INFORMATION

Do you possess a valid and current Washington State Driver’s License?  Yes ___  No ___

License Number: ___________________________  Expiration Date: ______________________

List any CDL / Endorsements: ________________________  Are you twenty-one (21) years of age or older:  Yes ___  No ___

Driver’s License Restrictions: ________________________

Have you had a driver’s license in another state within the past three (3) years?  Yes ___  No ___

License Number: ___________________________  State: ______________________

Has your license ever been restricted, suspended or revoked?  Yes ___  No ___

(If yes, please explain): ___________________________

Have you had any moving violations within the last five years?  Yes ___  No ___

(If yes, please explain): ___________________________

Have you had any accidents within the last five years?  Yes ___  No ___

(If yes, please explain): ___________________________

EDUCATION AND TRAINING

<table>
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<tr>
<th>TYPE OF SCHOOL</th>
<th>NAME AND LOCATION</th>
<th>MAJOR/subject</th>
<th>CIRCLE YEAR COMPLETED</th>
<th>GRADUATE/DEGREE</th>
<th>DATES ATTENDED</th>
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LIST ANY WORK RELATED CERTIFICATES OR LICENSES YOU CURRENTLY POSSESS

U.S. MILITARY BACKGROUND

Branch of Service

Service Dates:

I served from: ___________________________  to: ___________________________
List and describe your work record for the previous ten (10) years. Begin with your current or most recent employment. List each position within a company separately. Include any periods of unemployment, self-employment, U.S. military service, and work performed on a volunteer basis. Attach additional sheets if more space is needed. Resumes may not be substituted in lieu of completing the following employment information.

It is the policy of Island Transit, as part of the selection process, to contact your former employers for verification of the information provided. We will not at this time contact your present employer unless you authorize us to do so.

EMPLOYER NAME: __________________________________________
ADDRESS: __________________________________________________________________________
POSITION HELD: _________________________________________________________________
START DATE: __________________ END DATE: __________________
SUPERVISOR’S NAME: __________________ SUPERVISOR’S TITLE: __________________
EMPLOYER PHONE: ______________________________________________________________
REASON FOR LEAVING:
WAS YOUR REASON FOR LEAVING VOLUNTARY?: ______________________________________
JOB DUTIES: _____________________________________________________________________
_________________________________________________________________________________
_________________________________________________________________________________

EMPLOYER NAME: __________________________________________
ADDRESS: __________________________________________________________________________
POSITION HELD: _________________________________________________________________
START DATE: __________________ END DATE: __________________
SUPERVISOR’S NAME: __________________ SUPERVISOR’S TITLE: __________________
EMPLOYER PHONE: ______________________________________________________________
REASON FOR LEAVING:
WAS YOUR REASON FOR LEAVING VOLUNTARY?: ______________________________________
JOB DUTIES: _____________________________________________________________________
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ADDRESS: __________________________________________________________________________
POSITION HELD: _________________________________________________________________
START DATE: __________________ END DATE: __________________
SUPERVISOR’S NAME: __________________ SUPERVISOR’S TITLE: __________________
EMPLOYER PHONE: ______________________________________________________________
REASON FOR LEAVING:
WAS YOUR REASON FOR LEAVING VOLUNTARY?: ______________________________________
JOB DUTIES: _____________________________________________________________________
_________________________________________________________________________________
_________________________________________________________________________________
PROFESSIONAL REFERENCES:
List three professional references (other than those listed as current/former supervisor) that we may contact.

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<tr>
<th>Name</th>
<th>Company</th>
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SUPPLEMENTAL QUESTIONS

1) Can you perform the essential functions of the job for which you are applying? YES ___ NO ___
2) Do you currently use illegal drugs? YES ___ NO ___
3) Do you have a reliable form of transportation to and from work? YES ___ NO ___
4) Are you available to work a wide variety of hours and shifts during the week? YES ___ NO ___
5) Have you tested positive, or refused to test, on any DOT pre-employment drug or alcohol test in the past two years? YES ___ NO ___
   If you answered “yes”, can you provide documentation that you successfully completed the DOT return-to-duty requirements described in 49 CFR Part 40, Subpart O? YES ___ NO ___

I understand, where permissible under applicable federal, state and local law that after receiving a conditional offer of employment, I may be subject to a pre-employment drug test, and must receive a negative result for illegal drug use before being permitted to commence employment; I may also be subject to a pre-employment medical examination, and must meet the qualifications for the position, with or without reasonable accommodation before being permitted to commence employment; and I may be subject to a pre-employment criminal background check and motor vehicle check. In addition, if the job I am applying for is considered safety sensitive, I acknowledge that I may be selected for random drug and alcohol testing in accordance with all FTA and DOT regulations.

I hereby certify that my answers and assertions set forth in this application are true and complete to the best of my knowledge. I understand that misrepresentation, false statements or withholding of pertinent information in this application or interview will be grounds for non-consideration, or if employed will be considered sufficient cause for dismissal. I hereby authorize Island Transit to investigate any aspect of my prior educational and employment history.

If employed, I understand that as a condition of employment that I may be required to agree to and sign non-disclosure and/or other similar agreements.

Furthermore, I understand that if I am hired, employment with Island Transit is “at will,” which means that either the employer or employee can terminate my employment for any reason not prohibited by state or federal law.

Signature ___________________________ Date ___________________________

Initial if we may also contact your present employer _______
Voluntary Affirmative Action Form

As a recipient of federal funds, Island Transit must compile statistical data on the sex, minority and disability status of job applicants. Completing this form is voluntary and the information will be used for statistical purposes only. If you wish to provide this statistical information, please indicate below. If you do not wish to provide this information, your status will be summarized into an "unknown" category and will not jeopardize you as a prospective employee.

Island Transit is an equal opportunity employer and encourages all qualified persons, including disabled and Vietnam era veterans, woman, racial and ethnic minorities, people with disabilities, and persons over 40 years of age, to apply. We ask that you voluntarily answer the following questions and return this document with your application. This information will be treated as confidential and is only available to authorized personnel and the hiring authority. Persons with disabilities needing assistance in the application process, or those needing this job announcement in an alternative format may call (360) 678-7771.

POSfION FOR WHICH YOU ARE APPLYING: ___________________________

DATE OF THIS APPLICATION:_______________________________________

NAME: ___________________________________________________________

Last                  First                  Middle Initial

GENDER

Male_____ Female_____ 

ETHNICITY

_____Black/African American

_____White/Caucasian

_____Asian

_____Pacific Islander

_____Indian/Native American

_____Hispanic/Latino

_____Two or more races

_____I do not wish to self-identify

Have you ever been on active duty in the US Armed Services?

Are you a Veteran      _____Yes_____ No

Are you a Disabled Veteran       _____Yes_____ No

HOW DID YOU LEARN ABOUT THE POSITION FOR WHICH YOU ARE APPLYING?

_____Newspaper (specify)__________________________

_____Radio (specify)__________________________

_____Internet website (specify)__________________________

_____Referral (specify)__________________________

_____Worksource website or office (specify)__________________________

_____Friend/Relative (specify)__________________________

_____Walk-in__________________________

_____Other (specify)__________________________