Building community to end poverty

Job Opening at Solid Ground

Job Title: **Operations Dispatcher/Scheduler**

Department: Transportation

Union Affiliation: OPEIU
(Associated dues will apply)

Supervisor: Transportation Director

Status: Non-Exempt

FTE: 1.00

Salary Grade: 204

Solid Ground believes poverty is solvable. Our communities are stronger when we support stability and break down the barriers to overcoming poverty. Solid Ground does both. We combine direct services with advocacy to meet basic needs, nurture success, and spread change. Through our programs, people gain stability and built skills that equip them to move forward in their lives. Through advocacy, we work toward ending racism and other oppressions embedded in our institutions, policies and culture that hold people back from succeeding. We bring the voices of people experiencing poverty into the political process, furthering social justice, and supporting our entire community to reach its potential.

As our workforce evolves to reflect the diversity of the communities we serve, our agency and workplace will be enriched and strengthened. As such, we will:

- Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency and an understanding of oppression and its impact.
- Participate in intentional learning efforts, including events relating to understanding and dismantling institutional racism and building cultural competency.

Job Summary

Solid Ground Transportation includes programs that provide para-transit service under contract to King County Metro's Accessible Services Division; Solid Ground Circulator services; Center Park Shuttle services; and Solid Ground Shuttle services. The Operations Dispatcher/Scheduler is essential personnel responsible for ensuring Operators can complete daily schedules in an efficient manner by providing direction, support and compliance with the Amalgamated Transit Union (ATU) contract and policies and customer service to program participants (riders). The Operations Dispatcher/Scheduler is integral to the overall successful operations of transportation services through their knowledge and compliance with King County Metro policies and procedures, governmental transportation agency regulations, Solid Ground and Solid Ground Transportation policies and procedures, and in coordination with subcontractor(s). This position is a safety sensitive position per governmental transportation

agency regulations. The Operations Dispatcher/Scheduler must respond to urgent situations, often with potential liability implications.

Essential Duties, Responsibilities & Tasks

Communications: Maintain central communications hub for SGT programs. Throughout the day monitor Operator routes utilizing Metro computer systems software. Utilize MS Office software (Excel, Word, Outlook) to update and maintain schedules and reports. Be available via radio contact throughout shifts to support Operators to address operator concerns and report to supervisors as needed and mitigate Operator complaints before, during and after routes. Receive daily assigned routes from control center and schedule operators and subcontractor Operators utilizing a variety of resources, including but not limited to Operator picks, DOT regulations regarding hours of service, leave schedules, subcontractor preferences, etc. The Operations Dispatcher/Scheduler must determine and assign appropriate vehicle to each scheduled route to ensure the ability to safely transport passengers. Recruit additional Operators from days off and/or adjust schedules as necessary. Record and report daily attendance for Operators. Greet Operators at the end of their shift and address any identified issues.

Organization & Records: Sustain a level of responsibility with strict adhere to regimented time schedules; coordinate daily activities and make appropriate staffing decision to ensure timely coverage of all transportation services. Distribute and maintain storage of keys with fuel cards, radios, and manifests. Work with the Control Center to create additional routes based on extended ridership demand and Operator availability. Conduct daily trip edits to ensure documented hours of service are accurate so that SGT billing to Metro is correct. Trip editing involves reviewing daily manifests, Operator notes, mileage error and billing reports and resolving through investigation any discrepancies noted.

Compliance: Act as first point of contact with Operators to determine fitness for duty to ensure the Operators can safely conduct the responsibilities of their positions. Attend Reasonable Suspicion training and apply daily to all Operators; communicate any concerns immediately to a supervisor or manager. Support includes but is not limited to, coordinate with the control center to comply with governmental transportation agency regulations. Coordinate adjustments to routes “live day” for accidents, illness, injury, break downs, emergencies, etc. Coordinate daily with SGT Maintenance to ensure there is an adequate availability of safe operating vehicles to meet daily demand.

Equipment: Monitor and inventory communications equipment to ensure good working condition and troubleshoot any equipment failures that arise. Provide additional equipment instruction as needed. Update vehicle assignments with “out of service” vehicle lists at start of shift. Distribute SGT and subcontractor paycheck/paystubs and unsigned timesheets to Operators. Receive, document, report, maintain, and coordinate return of lost and found items from routes.

Scheduling: Manage reservations for Center Park Shuttle services - book rides, negotiate pick/drop times, and prepare trip schedules.

Teamwork: As needed, assume responsibilities of Lead Operations Dispatcher/Scheduler. Participate in special projects and committees as assigned. Participate in program, department and agency meetings and relevant trainings as required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Education & Experience

Requires the following:

a) A high school diploma or GED.
b) Two years of experience in passenger transportation, dispatch, scheduling, or a related field. Experience with clerical work and communicating with the public is preferred.
c) Must have a valid driver's license.
d) First Aid/CPR Training

Minimum Qualifications:

The Operations Dispatcher/Scheduler must be able to work in a fast-paced environment and respond to urgent situations, ability to be calm and exercise good judgement during emergency and stressful situations. Considerable tact and firmness are required in interacting with the public and obtaining all necessary information from persons requesting services.

The employee must exercise independent judgement and initiative in performing a variety of duties.

- Ability to work independently with little to no supervision.
- Ability to handle multiple tasks under very tight deadlines and often under very stressful situations.
- Ability to work shifts ranging from 3:00 am to midnight Sunday through Saturday and be initially responsible for all Operator interactions and incidents.
- Excellent communication skills, both oral and written.
- Excellent customer service skills.
- Ability to follow oral and written instructions.
- Ability to maintain confidentiality.
- Detail oriented, with strong organizational skills.
- Self-motivated with an ability to prioritize and problem-solve and handle multiple tasks simultaneously.
- Demonstrated ability to maintain effective relationships with staff, clients, co-workers and general public.
- Willingness and ability to work with people from a variety of racial, cultural and economic backgrounds, with various lifestyles, sexual orientations, and of all ages.

- Strong map-reading skills and general geographic knowledge of King County.
- Experience with computer software (Microsoft Word, Excel, and Outlook), basic typing and 10-key skills.
- Ability to pass pre-employment substance abuse test and abide with company Substance Abuse Policy, including random drug and alcohol testing. This position is a Safety Sensitive position per US Department of Transportation regulations.

Physical Demands/Working Conditions: This position works in a highly demanding environment requiring continual multi-tasking, prioritizing and communication. General office duties include 40% direct contact with Operators and other SGT staff, 30% phone and radio communications and 30% computer work. This position performs general office duties 95% of the time and 5% in the field for off-site meetings. Position requires employee to lift/carry 20 pounds rarely. Position has the ability to sit/stand as needed. **Weekend, early morning and/or swing shifts required.**

Hours & Compensation: This is a regular, full-time, union position **starting at $24.52 per hour plus benefits**. Salary Range ($23.80 – $31.41). Benefits include medical, dental, short-term and long-term disability insurance, basic life insurance, 401(k) savings plan including agency contribution and match, holiday pay, generous paid personal leave package and tax-sheltered health care and dependent care accounts. Solid Ground employees may be eligible for a standard annual increase. The amount may be determined by an employee's union membership.

Solid Ground is an equal opportunity employer committed to workplace diversity. We do not discriminate on the basis of gender, age, race and color, religion, marital status, national origin, disability or veteran status.