



DRIVER/DISPATCHER

DATE
May 2012

DEPARTMENT
Transportation

GENERAL

- This position is responsible for ensuring consistent quality service for AMTRAN's customers through assisting with non-supervisory administrative duties as related to the efficient operation of the Transportation Department.

REPORTING

- This position reports to Transportation Supervisors and to the Director of Transportation.

WORK HOURS

- A combination of driving and/or dispatching hours as needed.
- Must be able to report to work during all hours that the Authority operates including nights and weekends.

DUTIES AND RESPONSIBILITIES

These duties are performed in conformity with the collective bargaining agreement.

- Must be positive, polite, and helpful with fellow employees, customers, motorists, and other members of the public.
- Answer the telephone, provide accurate schedule information to the public, record complaints/commendations as needed.
- Dispatch bus operators, assign work and provide direction.
- Utilize two-way radio to monitor and efficiently direct the operators in accordance with Authority policy and procedure including but not limited to emergencies, breakdown, traffic congestion, detours and adverse weather.
- Courtesy on the phone, on the radio and in person is required.
- Monitor on-time performance of fixed route service, adjust service as conditions dictate, recommend permanent changes as indicated.
- Establish temporary detours when necessary.
- Communicate necessary information to operators regarding temporary or permanent changes in routes of service.
- Ensure that all services are covered and that they operate properly.
- Prepare the daily work assignment board in the absence of the Director of Transportation.
- Record operator work hours, attendance, tardiness, and prepare payroll reports.
- Maintain of cash fund, issuing multi-ride tickets to the operators and public, maintaining and

reporting an accurate record of sales.

- Maintain confidential information.
- Maintain dispatcher's diary of missed trips, miss-outs, accidents, unusual occurrences, etc.
- Prepare computer reports as directed.
- Notify police and/or emergency services appropriately with common sense coupled with following Authority protocol and procedure when an AMTRAN vehicle is in an accident or needs assistance.
- The ability to recognize and report hazards and apply safe work methods.
- Maintain the lost and found department to safeguard items recovered from the vehicles.
- Participate when necessary in Authority training sessions at times outside regular work shifts.
- Must be able to wear a company-prescribed uniform during work hours.
- Other non-supervisory duties as assigned

SKILLS, KNOWLEDGE, AND ABILITIES

- Knowledge of transit system and service area.
- Knowledge of policy and procedures.
- Knowledge of Amtran union/management agreement.
- Ability to follow directions that are provided in English.
- Effective oral and written communication skills in English.
- Ability to perform under pressure, to exercise sound judgment and to prioritize multiple tasks.
- Ability to communicate with bus operators and supervisory personnel in English.
- Ability to establish and maintain effective working relationships with co-workers, representatives of private industry and governmental agencies, and the general public.
- Ability to keep records and complete reports using common software applications including Word and Excel.
- Ability to maintain confidential information.
- Ability to operate two-way radio communication system.
- Continuing knowledge of local and state traffic rules and regulations.
- Continuing knowledge of DOT/FTA drug and alcohol regulations.

EDUCATION AND TRAINING

- Minimum requirement is a high school diploma or equivalent. Additional education is a plus. Training experience is a plus. PennSCORE/TransitSCORE (a Train the Trainer course for bus operators) is a plus.

SPECIAL REQUIREMENTS

- This is a “safety sensitive” position subject to drug and alcohol testing as outlined in DOT/FTA regulations.
- Must qualify for fidelity bond.
- Must pass a DOT physical examination.
- Must maintain a current, valid Pennsylvania Class B Commercial Driver’s License (CDL) with the passenger endorsement and with the air brake restriction lifted.
- Requires clean driving record and criminal clearances.

SPECIAL EQUIPMENT

- Continuing knowledge of operational aspects of a authority vehicles.
- Ability to operate revenue vehicles safely in limited, emergency situations.
- Must be able to operate two-way radio system.
- Ability to operate various audio/visual equipment.
- Capable of using common office and money counting equipment and machines.

PREFERRED ATTRIBUTES (not required):

- Post-Secondary Degree
- Facilitator training
- Accident investigation training
- Run-cutting/Scheduling experience

PHYSICAL EFFORT

- This position is an indoor, outdoor and on-board function. Other functions may require standing, bending and stooping for at least 60 seconds, and walking for 10 minutes without rest. These are not continuous or extended activities. Occasional lifting of up to fifty pounds may be required.

WORKING CONDITIONS

- This person will work indoors, outdoors, or onboard vehicles. The office is located in the garage facility and is at times subject to vehicle exhaust fumes. Banking activities, if needed, may require travel in all types of weather. Some duties and all emergency conditions require working under time constraints.

This Job Description does not constitute an employment agreement between the Authority and any employee/job applicant. The Authority's management reserves the right to reassign duties or assign additional responsibilities as needed by the Authority within the collective bargaining agreement.

I have read and understand the job description and requirements contained therein.

Signature _____

Date _____

Adopted May 2012