



COLUMBIA COUNTY, OREGON
JOB TITLE: TRANSIT DISPATCHER
DATE: DECEMBER 1, 2023

EXEMPT (Y/N):	No	CLASSIFICATION:	CSC
DEPARTMENT:	Transit	JOB CODE:	P0029
SUPERVISOR:	Director, Transit	SALARY RANGE:	22
UNION (Y/N):	No	LOCAL:	N/A

GENERAL STATEMENT OF DUTIES: Responsible for coordinating the county's transit services and providing timely and courteous customer service to the general public by answering all inquiries regarding transit services. Responsible for scheduling dial-a-ride trips, monitoring daily transportation activities, maintaining operations data, scheduling fixed route deviations, and preparing driver manifests.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other related duties may be assigned.

Respond to public requests for information regarding county transit services in a timely and professional manner.

Monitor and respond to a variety of calls including two-way radios and mobile phones; verify and monitor vehicle locations; prepare, prioritize, and relay transportation requests including emergency situations.

Answer inquiries from customers and staff concerning routes, schedules, and trip planning information.

Contact bus drivers as needed to coordinate rider connection needs. Advise Director of schedule and service problems indicated by customer inquiries and comments.

Receive and process complaints, compliments, and suggestions and forward to Transit Director for resolution.

Coordinate vehicle availability with Transit Mechanic.

Collect money for transit pass sales, distribute transit passes to drivers, and reconcile funds received following county approved cash control procedures.

Maintain log of route deviation requests.

Prepare daily dial-a-ride manifests and assist in scheduling special bus operations.

Collect, record, and prepare reports regarding transportation services; verify driver logs; distribute information to appropriate staff members.

Report all federal and state safety regulation violations to the appropriate personnel.

Maintain a comprehensive knowledge of all county operations, policies, and procedures.

Follow all safety rules and procedures established for work areas. Comply with all relevant county policies and procedures.

Maintaining regular attendance during the assigned work schedule is an essential requirement of this position. The ability to serve and meet in person with members of the general public, co-workers, and others is required.



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SUPERVISORY RESPONSIBILITIES: Supervision of employees is not a responsibility assigned to this position. This position may nominally supervise or assist other employees in training.

SUPERVISION RECEIVED: Work is performed under the general direction of the Transit Director who provides policy, procedure, and administrative direction and reviews performance.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The competencies below represent the required knowledge, skills, and/or abilities. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

EDUCATION and/or EXPERIENCE: Equivalent to a high school diploma and two years of customer service experience. Any satisfactory combination of experience and training, which demonstrates the required knowledge, skills, and abilities may be substituted for the above requirements.

DESIRABLE QUALIFICATIONS: Previous transportation experience in the public sector preferred. Team player willing to work collaboratively toward shared goals and be open to diverse ideas and perspectives. Receive constructive feedback in a positive manner.

CERTIFICATES, LICENSES, REGISTRATIONS: Must be 21 years of age, possess a valid Oregon driver's license, and be insurable under the county's liability policy.

KNOWLEDGE, SKILL, AND ABILITY: Working knowledge of customer service techniques.

Skill in computerized dispatch, transit scheduling systems and Microsoft Office products.

Ability to:

- Organize, prioritize, and produce an accurate work product and meet deadlines.
- Express ideas effectively, both verbally and in writing. Use sound judgment. Accurately and legibly complete reports.
- Adapt to change or new situations and openly acknowledge and work through conflict. Accept responsibility and be able to work well with ambiguity.
- Work independently and as part of a team.
- Act in such a manner as to maintain the confidentiality of the records and issues and other matters that may be encountered.
- Develop and maintain harmonious and effective working relationships with employees, other agencies, county officials, and the general public.
- Be empathetic and cognizant of the needs of senior and disabled residents.
- Effectively communicate with supervisor, office staff, and drivers.
- Operate various types of office equipment and dispatching equipment, including two-way radios and mobile phones.
- Read computer and printed maps, driver manifests, route narratives, bus schedules, and operational manuals.
- Perform addition and subtraction to calculate correct fares.

SPECIAL NECESSARY QUALIFICATIONS: Must be able to pass a pre-employment background and drug screening.



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PHYSICAL DEMANDS: The physical demands described here must be met by an employee to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Minimal, involving the movement of files, books, boxes, equipment, etc., seldom exceeding 20 pounds.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

General office environment. Occasionally has exposure to transit vehicles/buses and inclement weather conditions while outdoors at the Transit facility.

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

***Columbia County has the right to revise this job description at any time.
This description does not represent in any way a contract of employment.***