

**CLASSIFICATION SPECIFICATION**  
**CHAMPAIGN COUNTY**  
An Equal Opportunity Employer

**JOB DESCRIPTION: Dispatcher – Champaign Transit System**

- To be under the immediate supervision of the Director of Champaign Transit System. This – semi skilled position schedules trips; assures accurate scheduling to efficiently meet customer’s transportation needs. Provides quality customer service while gathering needed information to schedule requested services. Assigns drivers and vehicles and provides guidance and instruction to operators. Performs other duties to assure the services are provided in a safe and efficient manner. Provides system operation input to Transit Director.
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**ESSENTIAL DUTIES:**

- Maintains daily scheduling using CTS software scheduling and reports.
- Provides dispatch communication to operators.
- Promptly schedules customer’s requests as received.
- Reviews and adjusts schedules to assure efficiency and vehicle and operator availability, using tripmaster dispatch software.
- Assigns drivers and vehicles to routes and makes schedules daily and at least a week in advance preferred.
- Supervises all drivers and coordinates their responsibilities with the policies and procedures of CTS.
- Performs incidental driving duties as needed or assigned.
- Maintains ADA customer files.
- Maintains trip records and cancellation records and documentation.

- Assist drivers by providing needed information and instruction in a timely professional manner.
- Verifies submittal of driver paperwork, checks for accuracy and distributes back to driver as needed, then forward to admin or director
- Develops thorough understanding of and ability to proficiently use CTS Software.

**OTHER DUTIES:**

- Coordinates and monitors operator leave requests to assure adequate staff available for efficient operation.
- Monitor system and daily operations reporting areas of concern to Transit Director.
- Do quarterly ride along to assure safety and security and proper driving techniques are followed by driver staff.
- Any additional required duties or necessary tasks as needed.

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**PHYSICAL REQUIREMENTS:**

- Must have the ability to bend, crouch, kneel, twist, push, and pull.
- Must have normal hearing, with the aid of corrective devices, as needed (i.e. hearing aid).
- Must have normal vision, with the aid of corrective devices, as needed (i.e. glasses/contacts).
- Must be free of fainting spells, blackouts, dizziness or seizures.
- Must be able to sit in a normal seated position for an extended period of time.
- Must have the ability to lift up to 25 lbs.
- Must have the ability to endure extended periods of driving.
- This position is a safety-sensitive position requiring the safe operation of a motor vehicle in the provision of the public transit services and the effective transportation of all passengers. Performance of these duties must be conducted in compliance with all applicable DOT, federal, state, local, and system regulations, including U.S. DOT drug

and alcohol testing regulations. Position requires current driver's license with good driving record.

#### **COGNITIVE REQUIREMENTS:**

- Must have the ability to determine vehicle travel path to ensure safe and timely transportation of CTS passengers.
- Must have the ability to evaluate and determine proper action in situations that may pose a safety risk.
- Must attend Drug and Alcohol training given by ODOT to meet current standards.
- Must have the ability to effectively communicate, including: strong oral and written communication skills, the ability to communicate to drivers and passengers in situations that pose a safety risk.
- Must have the ability to comply with current traffic and driver safety regulations as well as all other applicable Federal, State, and local regulations and system policies.
- Must possess strong organizational skills.
- Must be able to analyze and solve problems.

#### **WORKING CONDITIONS:**

- The Dispatcher's hours of work and work schedule may vary. The position requires being seated for extended periods of time while answering telephones, radios, and customer service calls. This position also requires frequent interaction with the public.

#### **EDUCATION AND/OR CERTIFICATIONS REQUIRED:**

- Must possess a high school diploma or a G.E. D.
- Current Valid Driver's License
- Must possess and maintain a good driving record meeting or exceeding system established driver eligibility standards.
- Must pass a BCII Criminal Records Check before hire and every five years thereafter, and the Six (6) database records check.

- Must pass a physical and Drug and Alcohol pre-employment test.
  - Must pass all random Drug & Alcohol tests when selected
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## **KNOWLEDGE SKILLS AND ABILITIES**

- Must have working knowledge of CTS rules and regulations, knowledge and use of computer programs (windows 10, word, excel), willing to maintain an effective working relationship with all drivers and office personnel.
- Must attend training sessions to include dispatch training, Drug & Alcohol training, Sensitivity training, Defensive driving, First Aid and CPR, and other trainings as needed.