

Monroe Randolph Transit District

Job Description – Dispatcher

(Safety-Sensitive)

Position Title: Dispatcher
Department: Operations
Reports To: Dispatch Manager

Nature of Work:

The Dispatcher schedules and coordinates public transit services, handles inquiries and complaints from the public, and communicates with drivers to ensure safe, efficient operations. This is a safety-sensitive position under Federal Transit Administration (FTA) regulations due to the responsibility for controlling the movement of revenue service vehicles.

Essential Duties and Responsibilities:

1. Answer incoming telephone calls promptly and professionally.
2. Schedule, modify, and manage rider trips.
3. Provide accurate information to riders and the general public regarding MRTD services, policies, and procedures.
4. Communicate with drivers via phone or electronic systems in a professional manner.
5. Respond to and document customer complaints and service issues.
6. Immediately report operational issues to the Dispatch Manager, including:
 - a. Vehicle or service disruptions
 - b. Passenger service concerns
 - c. Public complaints
7. Maintain accurate electronic and paper records, including driver manifests, cancellation logs, and operational reports.
8. Handle, secure, and document passenger fares and ticket sales in accordance with MRTD cash-handling procedures.
9. File operational documents daily and perform related clerical duties as assigned.
10. Complete required training in accordance with MRTD policies, FTA regulations, and IDOT requirements.
11. Perform other related duties as assigned to support transit operations.

Minimum Qualifications:

- Experience in customer service or call-handling roles.
- Strong interpersonal, organizational, and time-management skills.
- Ability to exercise good judgment and remain calm in fast-paced situations.

- Basic computer proficiency, including use of word processing, spreadsheets, databases, and web-based software.
- Commitment to providing professional, courteous customer service.

Work Environment:

Work is performed primarily indoors in an office setting.

Physical Demands:

Work is primarily sedentary and may include sitting, standing, walking, and light lifting consistent with office duties.

ADA Compliance:

MRTD complies with the Americans with Disabilities Act and will provide reasonable accommodations to qualified individuals with disabilities.

Safety-Sensitive Position:

This position is designated as safety-sensitive and requires strict adherence to MRTD's Drug & Alcohol Policy and all applicable FTA and IDOT regulations, including pre-employment and random drug and alcohol testing. Employment is contingent upon successful completion of required pre-employment screenings, including drug and alcohol testing and a background check, in accordance with District policy and applicable laws.

Emergency Operations:

During emergencies or natural disasters, employees may be required to support emergency transportation operations and must maintain current contact information for emergency call-in.