POSITION OPENING

TRANSIT SUPPORT SPECIALIST

The City of Saint Peter is currently accepting applications for the position of Part-time Transit Support Specialist (Dispatcher). This position will work mostly late afternoon, evening and weekend hours. Transit Support Specialists assist Minnesota River Valley Transit riders in scheduling rides, directing drivers to stops and pick-ups, providing clerical support for Transit Operations and Compliance Managers, and operating dispatching software.

MINIMUM QUALIFICATIONS: High school diploma or equivalent; demonstrated experience working with the public; demonstrated ability to operate a personal computer; ability to read, write, and speak the English language; and ability to answer multi-line phone system.

DESIRED QUALIFICATIONS: Experience operating a two-way radio/phone, 1+ year experience in an office setting, 1+ year experience in a municipal or other transportation system providing logistical support for moving people or materials, demonstrated ability to read and navigate a map, 1+ year experience with dispatching or vehicle routing software and hardware, 1+ year experience using social media such as Facebook or Twitter.

Starting wage: $17.56 per hour. Applicants are required to submit a City application form available online at www.saintpetermn.gov/365/employment, from the City Administrator’s office at 227 South Front Street or by calling (507) 934-0663. Completed applications must be received by the City Administrator’s office. This position will remain open until filled and qualified applicants will be offered an interview within one week of receipt of application. AA/EEO
CITY OF SAINT PETER, MINNESOTA

POSITION DESCRIPTION

Pay Equity Points = 128

POSITION TITLE: TRANSLIT SUPPORT SPECIALIST

DEPARTMENT: FINANCE

SUPERVISOR: OPERATIONS MANAGER

OVERVIEW OF POSITION:

Under the direction and general supervision of the Transit Operations Manager, the Transit Support Specialist assists transit users in scheduling use, directing drivers to stops and pick-ups, providing clerical support for Transit Operations and Compliance Managers, operating dispatching software and maintaining reports as requested.

ESSENTIAL JOB FUNCTIONS

- Schedule and dispatch Bus Drivers, volunteer drivers, and/or service vehicles to appropriate locations according to customer requests, specifications, or needs, using radios, telephones, and/or dispatch system.

- Ensure timely and efficient movement of buses according to bus orders and schedules.

- Relay work orders, messages, and information to or from Bus Drivers and supervisors using telephones, two-way radios, and/or system tablets.

- Confer with customers or transit personnel in order to address questions, problems, and requests for service, equipment, or vehicles.

- Change and/or alter route patterns quickly and efficiently when troubles arise - vehicle breakdowns, rapidly deteriorating weather conditions, and/or sick riders on board.

- Advise Bus Drivers and supervisors about traffic problems such as construction areas, accidents, congestion, weather conditions, and other hazards.

- Contact authorities when accidents occur and in other extreme situations to assist transit personnel.

- Record and maintain files and records of customer requests, work or services performed, charges, service request denials, inventory, and other dispatch information.

- Take requests from social workers, medical providers, and private clinics for non-emergency medical clients and schedule requests accordingly within the transit program directing users to other service providers where appropriate.

- Enter client and trip data into the various software program(s) utilized by the City.

- Provide for billing of services as directed.

- Preview next day run logs to ensure accuracy for Bus Drivers the following day.
CITY OF SAINT PETER, MINNESOTA

POSITION DESCRIPTION

- Move/reschedule any problematic rides and combine any rides that can reduce customer on bus time or increase service efficiencies.

- Help Bus Drivers troubleshoot with dispatch hardware; restart and perform trips as requested in order to ensure proper operation.

- Run nightly service area/vehicle reports and reconcile any discrepancies.

- Match completed pre-trip inspections with daily run reports.

- Take orders for tickets and transit information.

- Notify supervisors when employees fail to show for work; call substitutes to fill shifts.

- Order supplies and other office equipment when needed.

- Other duties as assigned by supervisor.

REQUIRED INTERPERSONAL SKILLS:

Ability to: communicate effectively; understand and carry out directions; accept responsibility; secure the confidence of transit system patrons; maintain confidentiality as needed; be tactful; deal with the public.

ESSENTIAL PHYSICAL REQUIREMENTS:

The Transit Support Specialist is required to be capable of performing the following physical functions or a combination thereof for any given workday:

Legend:

Continuously is over 2/3 of a work day
Frequently is 1/3 to 2/3 of a work day
Occasionally is less than 1/3 of a work day
Work day - a normal work day is eight (8) hours with a break for a meal. A normal work week is five (5) days with two consecutive days off. During emergencies, work days may extend to 16 hours or more and a work week to seven days.

- Speak, read, write and understand English.
- Hearing normal or corrected to normal.
- Eyesight corrected to 20/40.
- In an 8 hour day sit for up to 8 hours and/or stand for up to 8 hours.
- Occasionally bend, stoop, squat, crouch, kneel and balance.
- Occasionally reach above shoulder level.
- Use hands for simple grasping and fine manipulation as in use of keyboard.
- Occasionally lift and carry up to thirty (30) pounds.
CITY OF SAINT PETER, MINNESOTA
POSITION DESCRIPTION

MINIMUM QUALIFICATIONS:
• Demonstrated experience working with the public.
• High school diploma or equivalent.
• Demonstrated ability to operate a personal computer
• Ability to read, write, and speak the English language.
• Ability to answer multi-line phone system

DESIRED QUALIFICATIONS:
• Experience operating two-way radio/phone.
• 1+ year experience in an office setting.
• 1+ year of experience in a municipal or other transportation system providing logistical support for moving people or materials.
• Demonstrated ability to read and navigate a map.
• 1+ year experience with dispatching or vehicle routing software and hardware.
• 1+ year experience in using social media such as Facebook or Twitter.

Adopted: 10-10-2016