

## SAFTI Job Descriptions

### Dispatcher

#### REPORTING:

- Dispatcher reports to the

#### DUTIES:

- Ensure that all Authority scheduled services are covered by Authority bus operators and that operators leave the facility on time
- Monitor the on-time performance of Authority's fixed route and other services utilizing Authority technologies and provide required reports of Authority management
- Monitor base radio and respond to bus operator issues in accordance with Authority policy and procedures including but not limited to emergencies, breakdowns, traffic congestion, detours, and adverse weather conditions
- Monitor vacation scheduling and overtime boards
- In emergency situations, operate a bus route until the appropriate personnel can be contacted
- Assist management with service changes as needed
- Must be able to follow safety procedures including wearing personal protective equipment
- Following company protocol and procedures during shift without direct supervision
- Be able to act appropriately when faced with emergency situation by the utilization of common sense coupled with following Authority protocol and procedures
- The ability to recognize and report hazards and apply safe work methods
- The ability to establish and maintain effective working relationships with supervisor and co-workers
- Be able to follow directions and communicate with Supervisory personnel
- Monitor and document the on-road performance of all Authority bus operators including safety practices and adherence to Authority fare and service policies
- Monitor bus operators pull outs at Authority stop locations on a regular basis

#### RESPONSIBILITIES

- Must be able to report to work seven days a week from \_\_\_ to \_\_\_
- Participation when necessary in Authority training sessions at times outside of regular work shift
- Must be able to wear a company-prescribed uniform during work hours

- Must be able to maintain regular attendance in accordance with Authority standards
- Communication with Supervisory personnel regarding changes in medication
- Communication with Supervisory personnel regarding any license revocation or off-duty traffic violations
- Communication with Supervisory personnel regarding accidents and moving violations immediately
- Comply with and participate in training requirements as established by the Authority
- Continuing knowledge of local and state traffic rules and regulations
- Continuing knowledge of operational aspects of a variety of vehicles
- Prepare and document operator work assignments for the next workday as per Authority requirements
- Record operator work hours, absenteeism, tardiness, and payroll utilizing Authority software
- Record, investigate and document a range of Authority customer complaints

#### FUNCTIONS AND PHYSICAL DEMANDS:

- Must be able to operate the vehicle with the use of a seatbelt.
- All operators must be able to bend over, stoop or squat down to floor for at least 60 seconds.
- Must be able to walk for 10 minutes without rest.
- Use of arms, legs and body torso to climb steps into bus while maintaining three points of contact, assist passengers when necessary and maintain body equilibrium to prevent falling when working on slippery surfaces during winter months and all weather conditions.
- Must have the ability to sit without discomfort for prolonged periods of time on a variety of driver's seats in different models of buses. Must have the ability to push, pull, grip, bend, crouch, and/or kneel, talk, hear, and smell. Must be able to reach above shoulder level. Requires the ability of hand-eye coordination to operate various pieces of equipment.
- Requires continuous use of hands, arms, feet and legs to push/pull or activate essential controls (pedals, levers, and knobs) in recurring operational motions.
- Must be able to turn head up to 90 degrees and torso up to 45 degrees in either direction on a regular and frequent basis to see traffic and observe passengers by use of mirrors, etc.
- Must be able to turn vehicle steering wheel without obstruction while seated in the drivers seat
- Must be able to pick up at least 50 lbs.
- Must be able to assist ambulatory and non-ambulatory passengers on and off the vehicle.

- Operator must be able to push or pull a passenger seated in a non-motorized wheelchair (ADA defined) weighting up to 600 lbs. (including passenger) for a level distance of up to 40 feet and up and down 10% incline for up to 6 feet
- Must be able to use coordinated movements to secure mobility devices as instructed. Must be able to pull a tie down strap with a force of 50 lbs. while bending over, stooping or squatting down.
- All vehicle operators must be able to assist in transferring a passenger, who uses a wheelchair, to a regular passenger seat.
- Must have the physical/mental ability to quickly assist passengers and maintain composure in times of emergency or passenger incidents.

QUALIFICATIONS:

- This is a safety sensitive function for the Authority subject to DOT drug testing requirements.
- Requires and maintain a Pennsylvania CDL license with air brakes and passenger endorsement.
- Requires a CDL medical examination/certification every two years or as specified by physician.
- Must be at least 21 years of age.
- The ability to read and understand mapping.
- Knowledge of the **City of SAFTI**.
- Must have acceptable driving record.
- The ability to communicate with members of the public concerning Authority information. Must also be able to communicate with Authority co-workers as to route information and /or emergency situations.
- Must have job related experience.
- The ability to follow a schedule
- The ability to complete reports
- Must be able to effectively communicate and follow oral/written instructions that are provided in English.

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.

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

Signature: \_\_\_\_\_ Date: \_\_\_\_\_