

Dispatcher

Job Title: Dispatcher

JOB STATEMENT:

The Radio Dispatchers function as "central control", staying in radio communication with the Operators and coordinating activities of the Road, Transit Center and Safety Supervisors and the Maintenance Department to minimize any service disruptions.

DUTIES:

- Communicate with maintenance to ensure proper responses to vehicle defects and proper assignment of vehicles to scheduled routes.
- Observe and make adjustments based on real-time traffic monitoring video system.
- Document all daily service operations including exceptions to normal service, safety incidents, customer service issues, and on-time performance.
- Monitor AVL/GPS system exceptions and take corrective actions with operators and road supervisors to return vehicles to schedule or adjust frequency in the case of close headways.
- Coordinate with the operation manager to send replacement buses.
- Assign replacement vehicles as needed to support overcrowding, mitigate traffic congestion and facilitate a return to schedule or desired frequency.
- Maintain an accurate record of the status of all vehicles and radio equipment.
- Advise Operation Manager and Supervisors of complaints and incidents that occur.
- Report problems with any aspect of the service to the Operation Manager.
- Assist Operators with daily pull-out, and monitor timely departure from the lot.
- Ensure all communication equipment is functioning properly at pull out.
- Make all the necessary communications for assistance from Fire, Police and Emergency Departments.
- Data Input
- Filing
- Answer Phones

Performs all other duties as assigned.

Part Time

Early Morning Shift – Begins at 3:30am

Morning Shift – Begins at 8:00am

MyCity Transportation

Shaker Heights, OH

MyCity Transportation is a premier provider of transportation services. We have more than 22 years of experience in the transportation field and work 24 hours per day, 7 days a week. We operate non-emergency programs using wheelchair accessible as well as standard passenger vehicles under contracts

Email or Fax Resume

Manager@MyCityTransportation.com

Fax: 216-367-0619