



Dispatcher

This position is crucial in the overall functionality of the Adams County Transit program. Dispatchers are required to schedule and coordinate Adams County Transit services to ensure the timely and safe transportation of all passengers. Performance of these duties must be conducted in compliance with all applicable INDOT, federal, state, local and system regulations and policies, including U.S DOT drug and alcohol testing regulations.

Essential Duties

1. Answers incoming calls promptly, gathers complete information and communicates information to the appropriate individual using a telephone, 2-way radio, email or alternate method in order to facilitate timely pickup and drop-off of passengers.
2. Dispatches/communicates information to drivers, as needed, using a two-way radio system in order to facilitate the timely pick-up and drop-off of passengers.
3. Provides schedule/route information and directions to drivers, as necessary.
4. Communicates with the general public, including passengers, families, staff, community agencies, and other providers to facilitate the timely pick-up and drop-off of passengers.
5. Contacts emergency personnel, such as police, ambulance, and fire department, when necessary, using any means necessary in order to ensure the safety of all drivers and passengers.
6. Communicates with drivers, the transportation coordinator and other appropriate individuals, as appropriate, to facilitate assistance as needed for vehicle maintenance issues.
7. Confirm scheduled upcoming appointments with riders to ensure schedule efficiency.
8. Prepare driver log sheets and schedules for the next driving day.
9. Maintain and update rider files as needed.
10. Remain courteous and respectful to riders and staff in challenging situations.



Dispatcher (continued)

Physical Requirements

1. Ability to sit in a normal seated position for extended periods of time.
2. Cannot be prone to fainting spells, blackouts, dizziness or seizures.
3. Normal hearing, with the aid of corrective devices, as needed (i.e., hearing aid).
4. Normal vision, with the aid of corrective devices, as needed (i.e., glasses or contacts).

Cognitive Requirements

1. Ability to determine vehicle travel path to ensure the safe and timely transportation of passengers.
2. Ability to evaluate, determine, and communicate the proper course of action in situations that may pose a safety risk.
3. Ability to comply with current traffic and driver safety regulations as well as all other applicable Federal, State, and local regulations and system policies.
4. Ability to analyze and solve problems.
5. Ability to effectively communicate in the English language.
6. Ability to learn, understand, and communicate, as necessary, all schedules/routes.

Working Conditions

The dispatcher's hours of work and work schedule vary. The position requires being seated for extended periods of time. The position requires frequent interaction with drivers and the public.