



Class Summary

The responsibilities of this classification include providing first line supervision in transit operations and performing base dispatch and planning functions.

Distinguishing Characteristics

This is one of four classifications (Transit Base Dispatcher/Planner, Transit Communications Coordinator, Transit Service Supervisor and Transit Instructor) that comprise first line supervisors of transit operations. Work involves ensuring: all routes have an assigned Transit Operator, all routes commence on time and all Operators are fit for duty. Work includes monitoring, coordinating and providing consistent, efficient and effective base operations; providing information on Transit Division policies, procedures and regulations; and ensuring compliance with all applicable federally mandated safety-sensitive requirements. Incumbents may rotate assignments among other first line supervisory classifications in compliance with established procedures and negotiated agreements.

Examples of Duties (May vary by position)

1. Ensure all routes on the assigned shift have a qualified Operator assigned; plan and prepare extra boards for the following day utilizing automated or manual assignment system as necessary; fill emergency or unanticipated vacant assignments as required.
2. Monitor timely Operator sign-in and fitness for duty; notify higher-level staff as required when Operator problems are observed.
3. Assist Operators as required and ensure all transit operations are in conformance with applicable policies, rules and regulations.
4. Maintain Operator time, attendance and pay data; conduct research, prepare reports, and develop service schedules to coordinate and provide base specific schedules and service requirements.
5. Account for lost-and-found articles delivered by Operators and forward articles for proper disposition.
6. Ensure smooth and efficient base operations; respond to Operator emergencies and other needs; communicate operations updates, advisories and other relevant information.
7. Perform other duties as assigned.

Knowledge/Skills

Knowledge of all transit operations and transit vehicle operating policies and procedures

Knowledge of transit routes and schedules

Knowledge of base procedures, vehicle maintenance, facilities, and power distribution operation and support guidelines

Knowledge of applicable ADA regulations and requirements

Knowledge of City, County and Transit Division disaster preparedness, notification and emergency operations and procedures

Knowledge of applicable federally mandated safety-sensitive requirements and security procedures and protocols

Knowledge of and skill in the use of all applicable automated applications and systems

Communication skills

Customer service skills

Critical thinking skills

Basic computer skills

Skill in handling multiple competing priorities

Skill in handling stressful situations effectively

Skill in monitoring and coordinating the work of Transit Operators

Skill in basic mathematics

Skill in working with a variety of individuals from diverse backgrounds

Skill in establishing and maintaining effective working relationships

Licensing, Certification and Other Requirements

Washington State Driver License

Must pass a post-offer, pre-employment physical examination

Must pass drug and alcohol testing provisions for safety sensitive positions as required by the U.S. Department of Transportation, 49 CFR Parts 40 and 655

Willingness and availability to work different shifts on weekdays, nights, weekends and holidays

Work requires mandatory overtime during adverse weather conditions and disasters that require activation of the Emergency Operations Center or Transit Division Operations Center

This is a classification specification and not an individualized job description. Additional minimum qualifications may be established for individual positions based on business needs and are specified in position announcements as appropriate.

FLSA Designation	Non-Exempt
Service Status	Career Service
Classes Within Series	Transit Base Dispatcher/Planner, Transit Communications Coordinator, Transit Service Supervisor, Transit Instructor
Class History	Updated 10/2010 Updated Description; changed format Changed Title: Base Dispatcher/Planner