

VINE JOB DESCRIPTION

TITLE OF POSITION: TRUE Transit Dispatcher

IMMEDIATE SUPERVISOR: VINE Transportation Manager

MINIMUM REQUIREMENTS FOR POSITION: High school graduation or its equivalent. A minimum of 6 months' experience scheduling transportation or related customer service experience using computer and telephone. Must be able to pass a criminal background check. Familiarity with transit system operations and the Blue Earth, Nicollet, and Le Sueur County area is a plus. Ability to accurately type 50 wpm.

NATURE OF WORK: Under supervision of the VINE Transportation Manager, the Dispatcher is responsible for arranging transportation for the general public using buses and/or volunteer drivers. Dispatcher must be detail oriented and consistently display a professional, caring attitude toward passengers, providers, and contractors by phone, email, and in person.

REQUIRED SKILLS:

- Strong organizational ability and willingness to follow directions, accept guidance, training and support from supervisor and co-workers.
- Team-oriented focus and willingness to adapt to the needs of the VINE organization.
- Strong working knowledge of streets, highways, retail centers, medical clinics, and hospitals in Blue Earth, Nicollet, and Le Sueur Counties.
- Strong interpersonal, phone, conflict resolution, and communication skills. Ability to effectively communicate with passengers from diverse cultures and those with a wide range of abilities.
- Fast and accurate keyboarding skills.
- Ability to accurately record and relay information to/from service providers, drivers, passengers, etc.
- Strong working knowledge of Microsoft Office Suite applications.
- Ability to read a map and interpret and communicate accurate directions.
- Ability to learn transit dispatching software.
- Ability to coordinate rides in an efficient way, utilizing resources in the best possible manner.
- Ability to maintain pleasant attitude in a rushed and busy atmosphere.
- Ability to problem solve, work independently, and be creative under pressure.
- Willingness to fulfill other duties, as assigned.

POSITION REQUIREMENTS:

This is a FT position offering a competitive salary and benefits including PTO, holidays, health and life insurance, and 401(k).

Some physical demands include:

- Work in an office setting with simultaneous use of computer screen/keyboard and phone/headset to input and schedule rides.
- Ability to stay at workstation 4 hours at a time, with a 10-minute break.
- Frequent need for verbal and written communication. Position requires nearly continuous work on the phone/computer.
- Repetitive manipulating with both hands in keyboarding.
- Frequent need to hear normal conversation, seeing with near acuity, and distinguishing colors
- Frequent use of hands at knee, mid-thigh, waist, and shoulder height
- Frequent contact with the public