

JOB OPENING ANNOUNCEMENT

Apply On-line at <https://www.samtrans.com/jobs>

Employment Hotline 650-508-6308

January 26, 2024

TITLE: Dispatcher
EMPLOYMENT TYPE: Non-Exempt (Safety-Sensitive Position)
DIVISION: Bus
APPLICATION DEADLINE: Sunday, February 18, 2024
PAY RANGE: \$40.74/hour – \$54.31/hour (in accordance with CBA)
WORK LOCATION: South San Francisco and/or San Carlos
WORK SCHEDULE: Varies – days, nights, weekends, and holidays (per CBA)

JOB SUMMARY: The Dispatcher will report to the Supervisor, Bus Transportation and is responsible for dispatching work assignments for bus operators in accordance with the Collective Bargaining Agreement (CBA) who provide fixed route public transportation service throughout San Mateo County on behalf of the San Mateo County Transit District (SamTrans).

EXAMPLES OF ESSENTIAL FUNCTIONS:

- Develop and maintain a daily dispatch plan of scheduled and unscheduled fixed route services, in San Mateo County; plan must consider the following: availability of equipment and operators ; minimize additional payroll costs (overtime, stand time, stand-by time, and guarantee time); and comply with the CBA.
- Provide radio contact coverage after radio controller hours (Monday – Friday, 11 pm – 12:30 am and Saturday/Sunday, 4 am – 12:30 am) to bus operators and bus transportation supervisors in the field.
- Assist bus transportation supervisors in the field, and dispatch them as needed to respond to situations requiring supervisor’s presence.
- Process Bus Operator payroll using an Enterprise Resource Program (e.g. PeopleSoft).

EXAMPLE OF DUTIES:

- Act as a Relief Bus Transportation Supervisor and/or a Relief Radio Controller as required.
- Schedule the extra board availability, develop work assignments for bus operators, and handle a wide variety of operational situations.
- Decipher Bus Operator radio transmissions to carry out emergency and non-emergency communications.
- Communicate with maintenance department on the condition and availability of bus transit revenue vehicles.
- Provide oversight of the contractors operating the Redi-Wheels and Paratransit services for SamTrans.
- Verify, compute, and process Bus Operator payroll data using an enterprise resource program (e.g. PeopleSoft, Oracle, SAP).
- Document unscheduled events in the daily log using database software (e.g. Microsoft Access).
- Monitor and audit vehicle and operator supplies, and review daily Bus Operator schedules.
- Verify, on a monthly basis, the validity of bus operator’s certified documentation including medical card, Verification of Vehicle Training (VTT) certificate, and their California State driver’s license.

- Perform all job duties and responsibilities in a safe manner to protect one's self, fellow employees, and the public from injury or harm. Promote safety awareness and follow safety procedures in an effort to reduce or eliminate accidents.
- Perform other duties as assigned.

SUPERVISION: Works under the general supervision of the Manager, Bus Transportation who establishes goals and objectives and evaluates performance.

MINIMUM QUALIFICATIONS: Sufficient experience, training and/or education to demonstrate the knowledge and ability to successfully perform the essential functions of the position. In lieu of a degree, work-related experience that demonstrates the skills and experience necessary to perform this role will be accepted. Development of the required knowledge and abilities is typically obtained through but not limited to:

- High school graduate or GED equivalent.
- One (1) year full-time experience in transit bus operations or as a Dispatcher, Radio Controller, Bus Operator, Bus Transportation Supervisor, or Bus Operator Trainer.
- One (1) year supervisory experience and/or successful completion of a Supervisory course.

PREFERRED QUALIFICATIONS

- Ability to speak in a clear, concise manner while performing dispatcher duties.
- Knowledge of the applicable DMV codes and other requirements for safe and legal operation of buses.
- Proficiency in Microsoft Word and Excel.
- Effective oral and written communication skills.
- Working knowledge of an enterprise resource program (e.g. PeopleSoft, Oracle, SAP)

SELECTION PROCESS:

The process may include a written and skills test assessments or supplemental questions and will require a panel interview. Only those candidates who are the most qualified will continue in the selection process. Meeting the minimum qualifications does not guarantee an invitation to continue in the process.

This is a safety sensitive position. As a part of the pre-employment process, you are required to successfully complete a medical, drug/alcohol, DMV, and a background investigation.

CURRENT EMPLOYMENT BENEFITS:

For further Benefits details please go to: <https://www.samtrans.com/about-samtrans/jobs>

- Holidays: Seven (7) paid holidays, plus up to four (4) floating holidays per year
- Paid Time Off: Accrued per Collective Bargaining Agreement
- Cafeteria Plan: Medical, dental, vision care, group life insurance, and more
- Transportation: Free bus transportation for employees and qualified dependents
- Retirement: Social Security and California Public Employees Retirement Systems (CalPERS)
 - Classic Members – 2% @ 60 benefit formula, 3 year average of highest compensation
 - New Members – 2% @ 62 benefit formula, 3 year average of highest compensation

HOW TO APPLY:

- To apply, please visit the <https://www.samtrans.com/jobs>. Complete an online employment application by **11:59 p.m. on Sunday, February 18, 2024**. A resume will not be accepted in lieu of the application. Incomplete applications will not be considered.
- The Human Resources Department will make reasonable efforts in the recruitment/examination process to accommodate applicants with disabilities upon request. If you have a need for an accommodation, please contact the Human Resources Department at (650) 508-6308 or email written request to recruitment@samtrans.com.
- SamTrans celebrates diversity and is committed to creating an inclusive and welcoming workplace environment. We are an Affirmative Action/Equal Opportunity Employer. Minorities, Women, Persons with Disabilities and Veterans are encouraged to apply.