

## **PUBLIC TRANSIT DISPATCH AND OPERATIONS ASSISTANT COORDINATOR**

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for assisting in the supervision of the dispatch and operations functions of the Ulster County Area Transit (UCAT) public transportation system. The system provides bus transportation for county residents to and from rural sites not served by private carriers. Work is performed under the direct supervision of the Public Transit Dispatch and Operations Coordinator and the general direction of the administrative head of UCAT with considerable leeway allowed for exercising independent judgment in the details of the work. Supervision is exercised over drivers and dispatchers. Does related work as required.

**TYPICAL WORK ACTIVITIES:** The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following as well as other related activities not described.

Assists Dispatch and Operations Coordinator in developing and implementing workflow plan;

Participates in defining bus routes and preparing driver schedules and assignments;

Distributes work to dispatchers and maintains dispatch work plan;

Submits requests for unscheduled vehicle maintenance;

Orients drivers and dispatchers on routes;

Operates dispatch radio equipment, relaying messages to bus drivers and responding to driver requests for assistance;

Responds and advises drivers in emergency situations such as breakdowns, accidents, and passenger problems;

Responds to requests for information and transportation services from the public;

Prepares and maintains maps of routes and pick up points;

Maintains records, updates databases, and prepares narrative and statistical reports of a written and verbal nature;

May operate a passenger bus or other vehicle, taking full responsibility for all maintenance and safety precautions;

May schedule demand response pickups in coordination with established routes;

May perform minor building maintenance or housekeeping activities as required.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL**

**CHARACTERISTICS:** Good knowledge of the geography of the county; working knowledge of driving safety practices, traffic laws and regulations; working knowledge of GIS functions in the management of a fleet of vehicles; ability to supervise the work of others; ability to operate radio equipment; ability to operate a bus with a capacity of more than sixteen (16) passengers; ability to maintain records; ability to prepare reports of a narrative and statistical nature; ability to get along with others; tact, courtesy; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Either:

A. Completion of sixty (60) semester credit hours at a regionally accredited or New York State registered college or university and one (1) year of experience as a two-way radio operator, dispatcher, or related position in a public transit or school bus environment, which must have included the supervision of others; **OR**

B. Graduation from high school or possession of a high school equivalency diploma and three (3) years of experience as a two-way radio operator, dispatcher, or related position in a public transit or school bus environment, which must have included the supervision of others;

C. An equivalent combination of training and experience as described in A and B above.

**Special Requirement:** At the time of appointment candidates must be in possession of a valid New York State CDL Class B License with passenger and air brake endorsements.

ULSTER COUNTY

5282 PT DISP AS

Classification: Competitive

Grade: 12

Union: CSEA

Adopted: October 3, 2003