

PUBLIC TRANSIT DISPATCH AND OPERATIONS COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for supervising 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 general supervision of the administrative head of UCAT with substantial leeway allowed for exercising independent judgment in the details of the work. Supervision is exercised over drivers, dispatchers, trainers and other non-administrative staff. 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.

Defines bus routes and prepares driver schedules and assignments in coordination with the Maintenance and Safety Manager of UCAT;

Coordinates and supervises Dispatch operations, bus rotation and bus routing;

Develops and schedules driver and dispatch procedures training;

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

Responds to accidents involving UCAT vehicles;

Performs a variety of tasks involved with the Geographic Information Systems operation and maintenance functions in the department;

Responds to requests for information from the public;

Performs a variety of account-keeping functions such as billing, reconciliation, preparing deposits and counting fares collected;

Implements and maintains the Drug and Alcohol Records Procedure in accordance to Federal regulations;

Prepares State and Federal reimbursement applications;

Maintains the Dispatch and Operations budget;

Creates route schedules for public distribution;

Coordinates with Planner regarding data collection and reporting requirements;

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

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Creates and maintains an Access database of forms for use within the office and Dispatch functions;

Maintains UCAT website;

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 supervise bus drivers via radio regarding normal daily activities;

May counsel employees regarding job performance.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Thorough knowledge of the geography of the county; good 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 three (3) years of experience in the supervision of personnel in an agency involving the operation of a fleet of vehicles in a public transit or school bus environment, all of which must have included the supervision of others; **OR**

B. Graduation from high school or possession of a high school equivalency diploma and five (5) years of experience as a bus driver, dispatcher, or supervisor in an agency involved in the operation of a fleet of vehicles, two (2) years of which must have included the supervision of others; **OR**

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, and be eligible for certification as a DOT Accident Investigator, with possession of certification required within six (6) months of date of appointment.

Special Note: In accordance with Department of Transportation (DOT) 49CFR40, all prospective employees will undergo drug/alcohol testing prior to appointment and will undergo random drug/alcohol testing during the course of employment.

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Grade: 14

Union: CSEA