

PUBLIC TRANSIT DISPATCHER/TRAINER

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for the dispatch function, and bus driver and dispatcher employee training 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. The incumbent also has responsibility for monitoring CDL driving records, DOT physicals and training requirements for all Bus Drivers and Bus Driver/Dispatchers, and for ensuring compliance with 19-A of the New York State Department of Motor Vehicle-Vehicle and Traffic law. 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 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.

Conducts trainings and testing of all Bus Drivers and Bus Driver/Dispatchers under 19-A of the NYS DMV-Vehicle and Traffic law;

Ensures that all 19-A testing and training records/reports are maintained and filed in accordance and compliance with federal and state laws and regulations;

Verifies licensures of drivers at time of appointment and ensures that current licensures are maintained throughout duration of employment;

Participates in and complies with departmental mandated safety trainings and programs in accordance with departmental procedures and funding-related regulations and requirements;

Oversees on-going, in-service training for Bus Drivers and Bus Driver/Dispatchers;

Develops weekly schedules for all bus driving staff including responsibility for route coverage in the event of employee absence;

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;

Trains Bus Drivers and dispatchers in standard orientation and routes as well as safety procedures class;

Assists managers in developing training schedules;

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

Prepares and maintains maps of routes and pick up points;

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

Serves on Safety Stakeholders Committee and Accident/Incident Review Committee;

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

May respond to accidents involving UCAT vehicles;

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 train 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 communicate effectively, both orally and in writing; ability to prepare reports of a narrative and statistical nature; tact, courtesy, physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from high school or possession of a high school equivalency diploma and three (3) years of full-time paid or its part-time equivalent experience as a two-way radio operator, dispatcher, or related position in a public transit or school bus environment. Two (2) years of this experience must have included responsibility for the orientation and training of employees; **OR**
- B. Five (5) years of full-time paid or its part-time equivalent experience as a two-way radio operator, dispatcher, or related position in a public transit or school bus environment. Two (2) years of this experience must have included responsibility for the orientation and training of employees.

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. Within one year of appointment, certification must be completed for New York State Title 19A Examiner, National Safety Council (NSC) DDC Instructor, NSC Coaching the Transit Driver Instructor and DOT Accident Investigation.

ULSTER COUNTY
5284 PT DISP TR
Classification: Competitive
5291 PTDITR HLP
Classification: Non-Competitive
Grade: 12
Union: CSEA

Adopted: October 3, 2003
Revised: January 1, 2022
Revised: April 29, 2026