



**AROOSTOOK REGIONAL
TRANSPORTATION SYSTEM, INC.**

PO. BOX 552
PRESQUE ISLE, ME 04769
TELEPHONE:
207-764-1290
FAX: 207-764-5579

POSITION DESCRIPTION

Position Title: Trip/Mobility Dispatcher

FLSA: Non Exempt

Reports To: Executive Director

GENERAL SUMMARY:

Under general direction from the Executive Director and in accordance with applicable policy and procedures, the incumbent provides for efficient, positive client services and positive interactions with the general public and outside providers. This includes answering general informational calls and directing calls to appropriate personnel.

ESSENTIAL JOB FUNCTIONS:*

- Provides efficient, positive client services and positive interactions with the general public and outside providers
- Answers incoming calls to dispatch and directs appropriately, takes ride reservation requests and schedules rides according to the guidelines, policies and fare structure.
- Schedules or assigns all driving assignments for buses within schedules and timesheet assignments by Operations Supervisor.
- Uses radio equipment to enhance efficient daily operations. This includes monitoring and coordinating all radio traffic and following all FCC regulations.
- Assists Operations Supervisor in maintaining appropriate service levels and in enhancing efficiency and effective operations by scheduling all vehicle operators. This includes filling gaps caused by absences and other events.
- Maintains computerized individual record system for bus passengers and maintains computer record for monthly and yearly statistical reports.
- Serves as initial office responder to cover emergency situations and works with Operations Supervisor to ensure all incident and accident procedures are followed.
- Notifies drivers of changes in procedures regarding dispatch and driver reports and forms.
- Assist the Special Services Coordinator/Operations Assistant and Trip Controller in coordinating with management and other outside agencies' staff to maximize all resources available to enhance transportation services in the service areas.
- Coordinates with Special Services Coordinator/Operations Assistant for assignment of late day dispatch duties.

OTHER DUTIES AND RESPONSIBILITIES:

- Is familiar with guidelines, policies and fare structure.
- Is familiar with other contracted transportation process. Schedules for early morning calls.
- Is available to attend periodic training sessions.
- Demonstrates utmost professionalism and must not use or be under the influence of alcoholic liquor or beverage, or narcotic drugs while on duty, not otherwise make excessive use thereof. FTA Drug and Alcohol testing rules apply.
- Guarantees confidentiality, security and privacy in regards to records and discussions of or about clients served; maintains confidentiality policy.
- Performs other related duties as required.

SKILLS/EXPERIENCE/TRAINING REQUIRED:

Duties require five years of experience in customer service skills, scheduling and dispatching.

- Good communication skills and telephone techniques.
- Knowledge of the roads, routes, and geography of Aroostook.
- Ability to perform computer applications and enter client information in a busy office setting.
- Ability to effectively manage detailed information and maintain accurate information files.

SUPERVISORY RESPONSIBILITY:

Not applicable.

WORKING CONDITIONS/PHYSICAL DEMANDS:

- Generally a pleasant office environment.
- Operate a computer, printer, adding machine, phone and basic office equipment, requiring hand-eye coordination and finger dexterity.
- Routinely communicating face-to-face, on the telephone and in writing, requiring strong communication and interpersonal skills.
- Regularly required to sit for long periods of time in front of a computer and speak or listen, stand, walk, or reach with hands and arms.
- Occasionally required to climb or balance and stoop kneel or crouch.
- Frequently required to use hands and/or fingers to handle or feel objects, tools or controls.
- Must be physically able to occasionally lift and/or move up to 40 pounds.
- Must have clarity of vision of twenty inches or less.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

***External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**

Approved by: ARTS Board of Directors

Effective Date: February 25, 2019

Salary Range: Hourly

ANNUAL STEP INCREASES

0 to 1	1 to 2	2 to 3	3 to 4	4 to 5	5 to 6	6 to 7	7 to 8	8 to 9	9 to 10 10 to 11	11 to 12 12 to 13 13 to 14	14+
\$15.83	\$16.23	\$16.64	\$17.06	\$17.49	\$17.93	\$18.38	\$18.84	\$19.31	\$19.79	\$20.28	\$20.89