



**Position Title:** Dispatcher/Road Supervisor (Transit)

**Classification:** Non-Exempt

**Location:** Operations – 8800 Corridor Road, Annapolis-Junction, Maryland

**Reports To:** Lead Dispatch Supervisor

## ABOUT US

The Transit Management of Central Maryland (TMCM) d/b/a the Regional Transportation Agency (RTA) manages and operates public transportation in Anne Arundel County, Howard County, northern Prince George's County, and the City of Laurel. RTA employs 170 administrative and operational staff out of our Annapolis-Junction location.

## JOB DESCRIPTION

We are seeking a dedicated, responsible, team-oriented, solutions driven **Dispatcher/Road Supervisor** to provide timely instructions/responses for operational information throughout the day.

### KEY RESPONSIBILITIES, INCLUDING, BUT NOT LIMITED TO:

- Responds to customer inquiries and needs in a timely manner. Serves as an intake person for customer complaints/commendations
- Acutely resolves problems by working with supervisors, maintenance staff, and various personnel
- Uses reference materials to quickly and accurately determine the best method to assist passengers and drivers
- Processes route openings, insertions, extensions and issues resolutions
- Authorizes trips outside of Transit services when necessary
- Schedules alternative routes when necessary and assists with rides for passengers
- Uses automated computer system to retrieve scheduled information.
- Provides excellent customer service to passengers and fellow employees
- Completes a variety of daily reports and clerical duties
- Provides bus schedule information to phone customers
- Answers and directs business calls to appropriate personnel
- Monitors arrival and departure times of operators/drivers for accuracy
- Actively participates in supervisory and operator/driver training activities

### Knowledge, Skills and Abilities:

- Demonstrates behaviors that are consistent with standards for professional and ethical conduct
- Ability to accept job responsibilities and meet deadlines
- Excellent phone demeanor and customer service skills
- Ability to work independently
- Ability to interact with interdepartmental personnel
- Positive attitude and sensitivity in dealing with customers with special physical and/or non-neurotypical needs
- Excellent verbal, interpersonal, judgment and problem solving skills
- Ability to perceive, react and communicate positively to needs of colleagues and customers
- Professional corporate experience and professional demeanor



## **QUALIFICATIONS:**

### **Minimum Qualifications:**

- High School diploma or GED equivalent
- 1 -2 years customer service/call-center and/or previous dispatcher experience
- Comprehensive computer navigational knowledge and skills, specifically in a Windows environment
- Ability to communicate clearly in the English language
- Ability to utilize a standard business telephone system for communication
- Must satisfactorily complete two-week training program
- CDL w/ air brake & passenger endorsements

### **You will exceed our expectations if you possess:**

- Fluency in Spanish and/or French
- Associates or Baccalaureate preferred
- Previous supervisory experience in a transit environment, call center, or similar workplace

### **Physical Requirements & Working Conditions:**

Incumbent must be able to move about the office and between floors; utilize standard office equipment; access filing system/cabinets; and communicate effectively and efficiently in person or by telephone. This is not a bargaining unit position.

Ability to work in a 24 hour/365 day per year operation. This position is considered essential and will be required to work in inclement weather and in emergency situations. Must be able to sit for extended periods of time. Must be able to multi-task while working proactively in a high-stress, and fast-paced environment.

### **Right to Revise:**

This job description is not meant to be all-inclusive, and the company reserves the right to revise this job description as necessary without advance notice.

The duties and expectations herein are intended to describe the general nature and level of work being performed by employees. They are not to be construed, as an exhaustive list of responsibilities, duties, and skills required. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer without notice.

*We provide equal employment opportunities to all employees and applicants for employment and prohibit discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment.*