



Position Title: RTA Public Transit Dispatcher
Classification: Non-Exempt
Location: Operations – 8800 Corridor Road, Annapolis-Junction, MD
Reports To: Lead Dispatcher and Operations Supervisor
Updated: June 22, 2021
Range: (\$19.00 - \$23.00)

About Us

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. RTA operates 15 fixed-route and paratransit service throughout the service area.

Job Description

The purpose of this position is to assist in ensuring timely and safe operation of the RTA fixed-route and paratransit bus service by routing, scheduling, and assigning bus operator personnel; communicating in real-time with operators to provide alternate routing when needed; handling emergency situations by coordinating with supervisors and appropriate authorities; and advising the public of temporary route and schedule changes.

Key Responsibilities, including, but not limited to:

- Coordinates a variety of activity relating to the routing and dispatching of vehicles and operators.
- Create, maintain, and monitor daily fixed route and paratransit manifests/schedules.
- Monitor and/or respond to a variety of calls including two-way radios, mobile phones, and department phones.
- Verify and monitor vehicle locations via computer and two-way radios.
- Communicate effectively on incidents, accidents, emergencies, and issues to the operations supervisor and management staff. Coordinate with supervisors, police, and other dispatchers as required.
- Effectively and efficiently resolve problems by working with supervisors, maintenance staff, and appropriate personnel.
- Prepare daily trip schedules/manifests and reports.
- Collect, record, and prepare reports. Verify and distribute information to appropriate staff.
- Document operator call outs and attendance.
- Processes route openings, insertions, and extensions.
- With proper consultations, authorizes trips outside of transit services when necessary
- Schedules alternative routes when necessary and assists with rides for passengers

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- Uses automated computer system to retrieve schedule information.
- Provide excellent customer service to passengers and fellow employees
- Completes a variety of daily reports and clerical duties.
- Coordinate between drivers and mechanics to ensure vehicle maintenance issues during revenue service is addressed.
- Prepare a variety of correspondence, reports, and documents as assigned and complete these tasks accurately.
- 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
- Participate in training activities.

Knowledge, Skills and Abilities:

- Punctuality and regular attendance is an essential function in the performance of this job
- 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 and staff 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
- Ability to work effectively under pressure

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 (understand, write, type, and speak) clearly in the English language
- Ability to utilize a standard business telephone system for communication
- Ability to work in a 24 hour/365 day per year operation

You will exceed our expectations if you possess:

- Fluency in Spanish and/or French

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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.