



Bois Forte Band of Chippewa

5344 Lakeshore Drive ■ Nett Lake MN, 55772 ■ 218-757-3261/1-800-221-8129

TRANSIT DISPATCHER

Position Description

Opens: May 3, 2019 Closes: May 16, 2019			
Department:	Public Works	Reports to (title):	Transportation Manager
Job Code:	N-8	Job Location:	Bois Forte Tribal Government Nett Lake, MN
Pay Range:	Min: \$13.35 Mid: \$16.685 Max: \$20.02	Supervises:	No
Hours/week:	40	Classification:	Non-Exempt
Type of Position:	Full-Time	Effective Date:	04/03/2019
		Revised Date:	04/03/2019

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of Bois Forte Band of Chippewa are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the tribal government (may also be referred to as "Band").
- Interact in an honest, trustworthy, and respectful manner with employees, community, visitors, and vendors.
- Comply with Bois Forte Band of Chippewa policies and procedures.
- Maintain a current insurable driver's license.
- Display respect and understanding of Bois Forte Band of Chippewa traditions and values.

POSITION PURPOSE

The Transit Dispatcher will manage a dispatch center for Bois Forte Public Transportation that will provide the safe scheduling and the coordination of vehicles and passenger trips, dispatching vehicles and maintaining accurate logs of daily events, and vehicle maintenance records. This position requires an extremely reliable and dependable person.

ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

1. Dispatch vehicles and transit personnel accurately using two-way radio, telephone, and/or electronic communication.
2. Regularly monitor road and weather conditions and advise drivers of safe and unsafe conditions occurring on the routes.
3. Maintain transit activities in the absence of the Transportation Manager.
4. Stay organized and prioritize a large number of calls for service.
5. Inform customers of driver/vehicle availability information by stating estimated time of arrivals, departures, etc.
6. Determine work procedures and prepare work schedules to ensure adequate coverage for new and established routes, and special community events.
7. Interact with public, transit staff, and other transit providers in a professional manner.
8. Maintain accurate log of daily events, activities, schedules, customer calls, and any other documentation as needed. Submit regular monthly and/or weekly reports.
9. Maintain transit account information, third party billing, and bus and office supply inventory.

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10. Process invoices, requisitions, check requests, purchase orders to maintain inventory, and other administrative duties.
11. Reconcile fare boxes with Transit Drivers.
12. Utilize computer for a wide variety of applications, Excel spreadsheets, website design and maintenance, social media, computer aided dispatch (CAD) software and the Federal Resource Order and Status System (ROSS), statistical data entry for Federal National Transit Database (NTD) and Federal grant report websites, e.g. TEAM.
13. Review daily vehicle inspection report and facilitate timely remediation of any known issues.
14. Ensure the highest level of customer service and confidentiality at all times.
15. Carry out responsibilities, agency policies and procedures, and supervisory directives using judgment and initiative.
16. The dispatcher will be expected to participate in emergency training and drills as well as being on call and/or responding to the dispatch center during an emergency response event.
17. Incumbent may on rare occasions be requested to act as a backup driver.
18. Keep accurate vehicle/passenger data and submit to FTA as required.
19. Schedule vehicle maintenance service as needed.
20. All other duties as assigned.

MINIMUM MANDATORY QUALIFICATIONS

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| Experience: | <ul style="list-style-type: none">• Three to six months related experience. |
| Education: | <ul style="list-style-type: none">• High school diploma or GED. |
| License/Certification: | <ul style="list-style-type: none">• Must possess a valid MN state driver's license, and be insurable on the RTC automobile policy |
| Mandatory Knowledge, Skills, Abilities and Other Qualifications: | <ul style="list-style-type: none">• Dispatch experience.• Ability to make sound decisions that would concern the safety of the passengers, drivers and the general public.• Ability to communicate clearly and concisely in a variety of situations.• Apply professional, trained knowledge to daily duties, monitor potential emergency situations/weather and carry out instructions furnished in written, oral, diagram, or schedule form.• Must be willing to attend job related training that may require some out of state or overnight travel.• Ability to organize work efficiently, multi-task, prioritize incoming requests, and manage several projects at once.• Must be able to maintain composure in a high pressure situation while remaining professional and task oriented.• Must have basic computer knowledge and willingness to train on Computer Aided Dispatch (CAD) software and two-way radios as well as cross-train in dispatching for Wildland Fire and Emergency Operating Center.• Basic operation of a workstation (turning on/off, knowledge of basic functions and components) and general office equipment.• Knowledge of Microsoft Office Suite (Word, Excel, etc.), internet software and appropriate storage of electronic files.• Ability to perform other duties as assigned. |

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- A record of satisfactory performance in all prior and current employment as evidenced by positive employment references from previous and current employers.

PREFERRED QUALIFICATIONS

- One-year certificate from college or technical school.

WORK ENVIRONMENT

Work environment:	The work environment characteristics described here are representative of those an employee encounters while performing the primary functions of this job. The physical environment requires the employee to work both inside and outside in heat/cold, wet/humid, and dry/arid conditions. Limited overnight travel may be required from time to time.
Physical demands:	The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing the duties of this job, the employee may be required to frequently stand, walk, sit, bend, twist, talk, hear and perform repetitive motions. There may be prolonged periods of sitting, keyboarding, reading, as well as driving or riding in transport vehicles. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include reading, distance, computer, and color vision. Talking and hearing are essential to communicate with the community, visitors, employees, and vendors.
Mental demands:	There are a number of deadlines associated with this position. The employee must be able to handle frequent interruptions and must also multi-task and interact with a wider variety of people on various issues.

TRIBAL AND INDIAN PREFERENCE

The Bois Forte Band of Chippewa has implemented a Tribal and Indian Preference in Employment Policy. Pursuant to this Policy, applicants who possess the knowledge, skills, and abilities required by this position, and who are enrolled members of the Bois Forte Band of Chippewa Tribe will be given primary preference in hiring and employment for this position. Members of other federally-recognized Indian tribes will be given secondary preference for hiring and employment after providing proof of tribal membership. Tribal and Indian preference is integrated into the interview and scoring process for candidates for job positions.

OTHER

Confidentiality:	All employees must uphold all principles of confidentiality to the fullest extent. This position may have access to sensitive information and a breach of these principles will be grounds for immediate termination.
Background Investigation:	This position may be subject to a criminal history background check, a suitability background check and/or a fair credit reporting act (FCRA) check. In addition, some positions are subject to a 101-630 background check in an effort to ensure compliance with Public Law 101-630 "Indian Child Protection and Family Violence Prevention Act." Candidates must be able to successfully pass all required background checks to qualify for this position.
Drug Screening:	All applicants must successfully pass a pre-employment drug screening and MnDOT drug and alcohol screening prior to beginning employment and will be subject to random drug testing.

Disclaimer: The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.

TRANSIT DISPATCHER

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ACKNOWLEDGMENT

I have reviewed the content of the **Transit Dispatcher** position description and have been provided a copy of the description. I certify that I am able to perform the essential functions of this position as outlined in this description, with or without reasonable accommodation.

Describe any accommodations required to perform these functions:

Employee (printed name)

Employee (signature)

Date

Supervisor (printed name)

Supervisor (signature)

Date
