



Dispatcher Position Opening

Reporting to the Customer Service Manager, the Dispatcher coordinates the assignment of drivers and vehicles, assists drivers with route changes, and troubleshoots and responds to issues from drivers as they arise. The Dispatcher updates the Customer Service Manager on activities regarding the Beyond Access routes and coordinates with the Customer Service Specialists to identify and meet the needs of VRT customers through these services.

The ideal candidate will:

- Possess great communication skills and the ability to problem-solve
- Have excellent customer service skills and provide friendly assistance
- Be self-motivated, dependable, and responsible
- Have a valid driver's license
- Have the desire and interpersonal skills to help people in need
- Maintain a professional and courteous demeanor at all times

What sets us apart?

- Amazing benefits (PERSI pension, no-cost option medical benefits with great deductibles for employee + family, FSA, vacation and floating holiday pay, and much more)
- Fun team and work atmosphere with varied work
- Stable industry and growth potential
- Great company culture
- We are an organization that exists to help people – your job is critical to our mission!

Responsibilities

- Schedules and dispatches vehicles for the Beyond Access service
- Provides customer support by responding to questions and concerns regarding customer trips (including no shows, cancellations and missed trips)
- Manages emergency situations for vehicle operators
- Manages daily service by reviewing route performance and proactively responding to situations that impact customer service
- Takes client calls and communicates issues with drivers and leadership as appropriate
- Monitors radio, telephones and on-road provision of service for quality.
- Monitors and completes driver sign-in and sign-out daily.
- May assign trips to drivers to assure adequate disbursement of trips between all assigned routes
- Monitors daily system performance.
- Participates in analysis and review of operating performance.
- Notes closed and/or late starting of routes and communicates same to Dispatch Supervisors and/or Dispatch Managers as appropriate.
- Documents comments, complaints, and suggestions for route improvement
- Enters data into VRT software systems for compliance and informational reporting
- Answers routine questions and responds to complaints; conveys information regarding routes and schedules
- Prepares daily work assignments and direction in the completion of assignments
- Directs driver activities via dispatch platform or radio-mobile smart device, (i.e. route, schedule changes, passenger pick-up or drop-off, breakdowns, emergencies etc...)



- Dispatches appropriate personnel to vehicle accident scenes or location of vehicle mechanical difficulties
- Assists with driving non CDL vehicles when needed for coverage
- Represents VRT to the public in a professional manner
- Generates and maintains comprehensive reports per federal and state requirements
- Participates in team meetings and provides dispatch-related updates and reports when necessary
- Handles vault drops
- Manages assigned equipment (radios, handheld validators, fuel cards, etc.)
- Tracks pass inventory assigned to drivers
- Other duties as assigned

Minimum Qualifications:

- High school diploma or equivalent
- Two (2) years dispatcher experience in transit related field strongly preferred
- Excellent verbal and written communication skills
- Strong attention to detail
- Proficient in the operation of two-way radio control system
- Knowledge of Ada and Canyon County landmarks and roads
- Ability to read a map via printed or electronic media
- Excellent problem-solving skills and ability to make scheduling and route decisions quickly and accurately
- Strong organizational skills with the ability to follow-through
- Positive attitude and teamwork ability especially in stressful or urgent situations
- Basic computer skills including Microsoft Office
- Ability to type 35 words per minute
- Basic math skills
- Ability to speak, write, and understand English
- Must be willing and able to work all service hours and at all VRT locations
- Must be able to drive a VRT owned vehicle
- Valid Idaho driver's license

Starting Salary/Wage:

\$19.00 per hour

Location:

Happy Day Transit Center, Caldwell, Idaho

Work Hours:

Work Hours: 9am-6pm and will eventually transition to 6am-3pm or 10am-7pm (8 hour shift)

Work hours may vary depending on organizational needs

Employment Type: Full Time

Valley Regional Transit is an equal opportunity employer.

Apply to this position here: [Indeed Posting - Dispatcher](#)