



Job Opening Dispatcher

#13-00074

Salary:

\$33.77 - \$33.77 Hourly

Opening date:

10/18/13

Closing date:

11/01/13 05:00 PM

Position Summary:

Coordinate, schedule, deploy and dispatch Bus Operators, Field Supervisors, Emergency Personnel, service vehicles and equipment to maintain on-time performance, headways and/or re-establish bus service through the use of radios, Bus Dispatch System (BDS), telephone and other communication equipment. Facilitate and manage communications between all internal and external parties during emergencies, service disruptions, special events and re-routes.

Ensure a commitment to safety through consistent and professional behaviors in performance of job requirements that demonstrate safety is a fundamental value that guides all aspects of our work. Perform other duties as required.

Essential Functions:

1. Maintain and sustain on time scheduled service and headway spacing to ensure timely, efficient and quality delivery of service.
2. Responsible for monitoring on time performance (OTP) within work unit.
3. Dispatch operators, field supervisors, emergency personnel, equipment and/or service vehicles to appropriate locations according to special requests, system emergencies and other TriMet needs radios, telephones, the Bus Dispatch System (BDS) or other communication devices.
4. Receive urgent / emergency calls, determine plan of action and deploy that action.
5. Arrange for necessary repairs, road calls and/or extra service equipment in order to restore service or schedules.
6. Confer with operators, supervisors and other TriMet employees in order to address questions, problems and requests for service or equipment.
7. Provide timely support and problem solving information to operators regarding operating difficulties (e.g. mechanical failures, street blockages, accidents, security incidents, etc.).
8. Receive, modify and communicate re-routes, special events and service disruptions.
9. Monitor personnel and/or equipment locations and utilization in order to coordinate service and schedules.
10. Determine types or amounts or equipment, vehicles, materials or personnel required during system emergencies, special events and service disruptions.
11. Issue required notifications using standard operating procedures.

12. Provide exemplary customer service to internal and external customers through on-time service, clear communication, efficiency of service and personal example.
13. Possess the ability to make confident and collaborative decisions as part of a team in regard to employee support.

Position Requirements:

High school education or equivalent.

Two years of full-time Bus Operator experience with TriMet.

Experience using Windows based word processing software and MS Outlook.

Selection Criteria:

1. Knowledge of principles and methods of bus transportation services at TriMet.
2. Knowledge of the procedures contained in the Bus Operators Guide.
3. Knowledge of rail, lift and all TriMet transportation services as it relates to and interacts with TriMet bus service.
4. Knowledge of administrative and clerical procedures and systems such as word processing, e-mail and other office procedures.
5. Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar.
6. Knowledge of relevant policies, standard operating procedures, equipment and strategies to Operations Command Center and the agency.
7. Ability to make sound judgments and decisions considering the costs and benefits of potential actions during emergencies and routine calls.
8. Ability to actively listen, understand points being made and ask questions for clarification.
9. Ability to speak to others to convey information effectively in person and over the radio or telephone.
10. Ability to monitor and assess performance of yourself and the organization to make improvements or take corrective action.
11. Ability to use deductive reasoning, the ability to apply general rules to specific problems to produce answers that make sense.
12. Ability to use inductive reasoning, that ability to combine pieces of information to form general rules or conclusion.
13. Ability to establish and maintain good working relationships with employees, supervisors, customers and the general public.
14. Ability to work all shifts including holidays, weekends, nights and irregular hours.
15. Ability to successfully complete on-the-job training programs.
16. Ability to assess and sensitively serve the needs of internal and external customers, including those from

culturally diverse backgrounds, the elderly, persons with disabilities and/or other vulnerable populations.

Type of Position / Grade / FLSA:

Union, Non-Exempt

Selection Process – Candidates will be selected based at a minimum on the result of:

1. Application Review
2. WRR Review
3. Supplemental Testing
4. Panel Interview

Supplemental Information:

It is your responsibility, and to your benefit, to describe in detail how your education, training and work experience meet the requirements of the position for which you are applying. If applicable, please provide at least ten years of your work history, including any volunteer and internship experience you may have. You are encouraged to attach a resume, cover letter, training certificates and letters of recommendation with your application.

Online applications are permitted five attachments; however each attachment is limited to 5MB. Please include your attachments in the "Resume Attachment" section (please try to combine documents as much as possible). A second option for attaching multiple documents is to send them to careers@trimet.org and we will attach them to your online application. You may also fax your materials to 503-962-3477 or 503-962-7440. Incomplete applications will not be considered. Resumes will not be considered in lieu of a completed application.

To apply, please visit our website at <http://trimet.org/careers>.

Internal applicants: Information in your personnel file will not be used in lieu of information requested on your application. Incomplete applications will not be considered.

If you are a qualified veteran and would like to apply for veterans' preference points, you will need to reflect your status on the application and submit supporting documentation with your application by the closing date of this recruitment. Documentation must be attached to your application.

Persons needing an accommodation under the Americans with Disabilities Act for any part of the application process should contact TriMet Human Resources staff at 503-962-7505, or the TTY line at 503-238-5811. A minimum of two workdays notice prior to the need for accommodation is required.

TriMet is an equal opportunity employer, committed to developing an organization that is reflective of and sensitive to the needs of the diverse community we serve, including the elderly and persons with disabilities.

Dispatcher Supplemental Questionnaire

* 1. Do you have Two years of full-time Bus Operator experience with TriMet?

Yes No

* Required Question

4012 SE 17th Ave., Portland, OR 97202 · 503-962-7640 · trimet.org/careers

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