



# GCRPC

GOLDEN CRESCENT REGIONAL  
PLANNING COMMISSION

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## PUBLIC TRANSPORTATION SERVICES REPRESENTATIVE I

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<u>CLASS NO.</u>	<u>PAY GRADE</u>	<u>SALARY RANGE</u>	<u>FLSA STATUS</u>
562	6	\$14.43-\$19.04	Non-Exempt

### GENERAL DESCRIPTION

Performs routine dispatcher work providing external and internal logistic support. Works under minimal to moderate supervision, with minimal latitude for the use of initiative and independent judgment. This position supports the Public Transportation Services Department Operations section and will report directly to the Safety, Training, and Compliance Manager.

### EXAMPLES OF WORK PERFORMED

- Communicate professionally and effectively with the public in person, by telephone, and other agency approved external communication platforms.
- Respond to and resolve operator inquiries concerning agency routes, programs, and procedures.
- Perform logistic work to plan, coordinate and resolve operator, vehicle fleet and client route schedules and reservations.
- Perform regular duties during rotational on-call hours.
- Maintain client accounts according to specific guidelines and procedures.
- Create and maintain accurate activity logs, documents, and reports on program services.
- Respond to front line emergency calls and may assist manager in responding to accident/incident events.
- Provide support for Customer Services Representative (CSR), including but not limited to, fare collection transaction and responding to customer concerning agency programs and procedures.
- Attend seminars and workshops as needed and approved.
- Perform other duties as may be assigned.

## **GENERAL QUALIFICATION GUIDELINES**

### **EXPERIENCE AND EDUCATION**

Experience in transportation dispatching work, customer service, clerical, and administrative support work. Graduation from an accredited senior high school or equivalent is generally preferred. Experience and education may be substituted for one another.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

Strong knowledge of the road systems and neighborhoods, and ability to use map/navigation and surveillance software.

Excellent professional and effective communication skills and ability to establish and maintain effective working relationships with others.

Thorough knowledge of agency programs and policies and ability to relay information in a fast-paced environment.

Strong analytical and organizational skills needed to work independently under stress and making time sensitive decisions while responding to high volume calls.

Strong attention to detail to prepare and maintain program records and reports.

Knowledge of computers and the use of standard office equipment and software, including the cash register and credit card machine.

Ability to work under stress and adapt to rapidly changing circumstances.

**By signing below, I acknowledge that I have read this job description, and to the best of my knowledge, meet the required knowledge and skills for this position.**

\_\_\_\_\_  
**Name**

\_\_\_\_\_  
**Date**