THE CITY OF PORTALES, NEW MEXICO

POSITION POSTING #2016-034

POSITION:	**DISPATCHER ASSISTANT**
DEPARTMENT:	**PORTALES AREA TRANSIT**
STATUS:	**NON-EXEMPT / GRANT FUNDED EMPLOYEE/SAFETY SENSITIVE**
REPORTS TO:	**PORTALES AREA TRANSIT COORDINATOR**
SHIFT:	**40 HOURS PER WEEK**
SALARY:	**$8.55 HOURLY**

GENERAL DESCRIPTION:

Under the supervision of the Coordinator, this position requires the ability to control the administrative and operating functions of the Portales Area Transit System in cooperation with and in the absence of the Coordinator. This position also requires operating the van to transport passengers in a safe, prompt, and courteous manner, and to dispatch other drivers for the same purpose. Position is classified as Safety Sensitive and will be subject to Drug and Alcohol testing under the authority of the FTA. Requires a willingness to work some weekends, evenings or beyond normal work hours as necessary.

TASKS AND RESPONSIBILITIES:

Although the following are typical of the tasks and responsibilities routinely performed, additional duties and/or responsibilities requiring comparable or lesser skills, knowledge, or dexterity may be assigned

1. Open office and organize for days events.
2. Reservation intake and reservations logged.
3. Evaluate reservations and route accordingly.
4. Schedule and dispatch drivers.
5. Receive and file all documentation for Transit System.
6. Coordinate with maintenance department for vehicle service and preventative maintenance.
7. Coordinate with drivers for vehicle wash.
8. Receive driver's logs and compile monthly statistical reports.
9. In the absence of the director; supervise and direct all Transit System employees, oversee the day to day operations, attend training sessions and meetings, etc.
10. Investigate and file reports on all accidents.
11. Operates transit vehicles safely and in strict compliance with all traffic regulations.
12. Receive Transit fares daily, balance fares daily, balance fares against driver's log, submit fares as required in coordination with Coordinator.
13. Log van passes sold and other office receipts.
14. Track drivers' days off and schedule other drivers to cover as needed.
15. Inventory vehicle supply needs; shop for supplies, etc. and inform the Coordinator of need to replenish.
16. Schedule mobile radios for service and maintenance.
17. Work with public and social service agencies to assure coordination of transit service for their clientele.
18. Provide verbal and written reports to the Coordinator as required.
19. Assist Coordinator in writing documents (plans, manuals, grants, policy, spreadsheets, and others as needed and/or required).
20. Under direction of the Coordinator utilize skills in Word, Excel, Microsoft Outlook, and the NM Transit System computer programs.

KNOWLEDGE, EXPERIENCE, AND SKILLS:

1. High school diploma or GED required.
2. One year clerical/administrative support experience performing routine assignments consistent with job description preferred and preferably six (6) months experience in transit operations.
3. Direct customer service experience preferred.
4. Records and bookkeeping experience preferred.
5. Above average knowledge of grammar, spelling, mathematics, and secretarial reference materials and resources.
6. Above average typing skills and operation of modern office equipment, (i.e. copy machine, computer, fax, postage meter, etc.).
7. Ability to handle and respond to a variety of situations requiring self-discipline, judgment, tactfulness, discretion, and courtesy.
8. Must have a valid NM Driver's License and satisfactory driving record.
9. Ability to work with minimum supervision.
10. Ability to establish and maintain effective working relationships with co-workers, employees, and other department personnel.
11. Bilingual interpretation preferred, but not required.

WORK ENVIRONMENT:

1. Work is performed primarily in a standard office and occasionally driving a bus for extended periods of time.
2. Ability to work both inside and outside.
3. Ability to work in all types of weather; extreme cold temperatures, extreme heat temperatures and extreme wet/humid temperatures.
4. Ability to work with intermittent noise levels.
5. Ability to work with fumes, dust, odors and poor ventilation.
6. Operation of van transporting passengers presents unknown hazards.
7. Ability to work in multiple working surfaces; even, flat/hard, inclined/ramps, uneven, stairs, dry, wet, dust and natural ground.
8. Ability to work alone with or without directions.

PHYSICAL REQUIREMENTS:

1. Ability to lift up to twenty-five (25) pounds occasionally, from ground to waist level, or from ground to shoulder level.
2. Ability to sit for up to four hours at one time, and up to eight (8) hours total per day, with opportunities to change positions.
3. Ability to climb in and out of van multiple times during day.
4. Ability to stand or walk up to four (4) hours at a time, and up to eight (8) hours total per day.
5. Ability to crouch and/or kneel.
6. Ability to bend at the waist and twist or rotate if necessary.
7. Ability to work with arms bent for up to (4) four hours at a time, and up to eight (8) hours total per day.
8. While performing the duties of the job the employee is frequently required to talk or hear,
9. Ability to grasp and manipulate such items as paperwork, telephone, writing utensils, automobile steering wheel, and other items used throughout the workday.
10. Ability to coordinate use of hands, eyes, and one or both feet in operation of automobile, as well as various office equipment.

WORK SCHEDULE*:*

The regular work week is 40 hours per week. Schedule of hours will depend on the public's demand for transportation. Additional time may be required after regular hours. Schedule to be established by Coordinator.

TRAVEL REQUIREMENTS:

1. Limited travel – ability to travel for meetings and training may be required.
2. Overnight travel may be required.

PRE-EMPLOYMENT REQUIREMENTS:

1. Must pass a background investigation including work history, criminal records, driving records and other records deemed necessary.
2. Must pass a post-offer pre-employment drug screen administered by a City-designated facility.

CONDITIONS OF CONTINUED EMPLOYMENT:

1. Candidates must have and maintain a satisfactory driving record and insurability in accordance with the City's insurance carrier.
2. Random drug and alcohol testing is a condition of employment and will be tested under the authority of the Federal Transit Administration.
3. Conditional upon continued funding.

DEADLINE TO SUBMIT REQUIRED APPLICATION: First review is set for Friday, October 21st by 5:00 p.m. Position is open until filled. Applicant must submit required application to Human Resources at City Hall, 100 W. First Street, Portales, N.M. 88130 or online at www.portalesnm.gov.

The City of Portales is an Equal Opportunity Employer and Drug Free Workplace.

I have read and understood the above position specifications for **Dispatcher Assistant** for the Portales Area Transit. I understand the demands and expectations of the position described and to the best of my knowledge, believe I can perform these duties.

I acknowledge and understand that the position is not a regular position with the City of Portales. This position of **Portales Area Transit Dispatcher Assistant** is funded in part by grants received by the City from the State of New Mexico or the Federal Government and is funded in part by the City of Portales through general fund. As such, the position continuance is subject to and conditional upon the City continuing to receive sufficient grants to fund the position. Applicant acknowledges that if insufficient grant funds are not received, this position may be terminated or reduced and limited in scope, services, and compensation on an annual basis. If provided for in the grant, this position may be eligible for benefits based on budgeted hours and with certain restrictions. Position is not entitled to all of the same benefits available to other employees. This position does not have a property interest or property right in continued employment or, in continued compensation at the same level. Grant funded employees shall not have access to grievance procedures when the adverse action is a result of a change in the grant provisions. This position of and the annual compensation of the **Portales Area Transit Dispatcher Assistant** and the annual compensation of this position shall be determined by City Administration on an annual basis dependent upon grant funding to the City.

Applicant Signature_____ Date_____
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