



**Full-Time Dispatcher
Delaware County Transit**

**Applications are being accepted for the position of
Full-Time Dispatcher with Delaware County Transit (DCT).**

This position is responsible for dispatching vehicles to the appropriate destinations based on pre-arranged and on-demand trip requests. The starting pay rate for this position is **\$20.46** per hour.

Qualifications include:

- High School Diploma, GED or equivalent work experience;
- A valid Driver's License or a Commercial Driver's License and have an acceptable driving record;
- Ability to define and solve problems, collect data, establish facts, draw valid conclusions using judgement, and analytical skills.
- Ability to adhere to office policies and procedures.
- Knowledge of the Delaware County area including the ability to read maps.
- Knowledge of dispatching procedures with radio communications.
- Knowledge of basic math skills.
- Ability to read and understand manifests in order to determine specific bus stops and instructions for transporting passengers.
- Knowledge of computer usage and applications such as database, spreadsheet, and word processing.
- Ability to understand and carry-out oral and written instructions.
- Ability to communicate effectively, both orally and written.
- Ability to work effectively with customers, specifically elderly, disabled or medically fragile individuals who may be upset, distraught, irate, emotionally or mentally or otherwise unable to function within reasonable range of constructive behaviors.
- Ability to work under pressure and to capably interact with co-workers, supervisors and other members of various departments and agencies.
- Ability to organize and maintain large volumes of information and paperwork.
- Ability to effectively plan independently and in collaboration with other staff unites and outside agencies.
- Ability to work a flexible work schedule, including some holidays, early mornings, and evenings.

Responsibilities include, but are not limited to:

- Dispatch vehicles after determining vehicle location, direction of travel and future destinations.
- Provide reliable customer service by fielding and responding to customer inquiries.
- Provide direction to drivers based on established policies and procedures.
- Complete paperwork, maintain and update information of all trips.
- Performs typing and clerical duties as needed.
- Reconciles fare boxes and reviews driver manifests for accuracy and adherence to contract specifications and DCT policies and procedures.
- Maintains electronic and manual data bases, inputs vehicle mileage and other information as needed.
- Assists Operations Director and Operations Manager. Works closely with Road Supervisor and Mobility Management to resolve driver and passenger issues.

To apply, please fill out an application online at delcotransit.com OR at our office.

**Delaware County Transit
119 Henderson Ct.
Delaware, Ohio 43015
M-F, 9:00 a.m. - 4:00 p.m.**

You may also call or email Marcie Merriman with any questions: marciemerriman@delcotransit.com, 740-368-9033.

DCT is a drug and alcohol-free workplace. All job offers are contingent upon taking and passing a pre-employment drug and alcohol test and a background check.

**DELAWARE COUNTY, OHIO
Equal Opportunity / Affirmative Action Employer
M / F / V / D**