

SEMCAC Job Description

Job Title: Dispatcher II **Employee:** _____
Department: Transportation
Grade: 7
Reports To: Operations Manager-Public
FLSA Status: Non-Exempt
Prepared By: W. Spitzer
Prepared Date: 6/13/2025
Revised Date: 6/13/2025
Approved By: Jeff Rogness
Approved Date: 6/19/2025

SUMMARY

The Dispatcher II position merges the responsibilities of a dispatcher and a transit vehicle operator. This dual-role position ensures safe, timely, and efficient transportation for public transit passengers using a **transit bus or STS van**, while also managing scheduling and dispatch duties. The Dispatcher II promotes excellent customer service, maintains compliance with all applicable regulations, and supports the mission of Semcac, Semcac Transportation and Rolling Hills Transit.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Transit Operations & Passenger Safety

- Safely operate a **transit bus or STS van** to transport passengers of all ages and abilities.
- Conduct and document daily pre- and post-trip inspections, reporting issues to the Fleet and Facilities Coordinator.
- Maintain vehicle cleanliness and ensure all safety equipment is functioning properly.
- Communicate effectively and respectfully with all passengers.
- Operate wheelchair lifts and secure mobility devices using appropriate tie-downs.
- Ensure use of seatbelts and safety restraints by all passengers.
- Maintain discipline and order on the vehicle, resolving disputes calmly and professionally.
- Administer basic first aid and CPR in emergencies.
- Never leave the vehicle unattended unless turned off and keys removed.
- Follow all Semcac health and safety protocols, including routine cleaning of the vehicle.

Dispatch & Scheduling Duties

- Answer transportation requests by phone or dispatch system promptly and courteously.
- Schedule trips using dispatch software and coordinate trip assignments with drivers.
- Maintain current knowledge of local geography, fare structure, and service area.

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- Update trip information and manage real-time changes or emergency rerouting.
- Monitor shared devices/tablets and ensure reliable communications between dispatch and drivers.
- Support school, volunteer, and public ride schedule entry and maintenance.
- Accurately maintain dispatch logs and ridership records.

Administrative and Training Support

- Submit required reports, documentation, and fare logs to the Operations Manager.
 - Deposit farebox revenue weekly at designated locations.
 - Provide orientation and training support to substitute or new drivers as assigned.
 - Attend all mandatory transportation training sessions, including MnDOT and Semcac requirements.
 - Participate in required internet and cybersecurity training.
 - Immediately report any moving violations to the Operations Manager and Compliance Manager.
 - May assist with alternate routes or coverage due to breakdowns or emergency situations.
 - **Perform any other job duties assigned or required of a dispatcher or transit bus/STS van operator.**
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QUALIFICATIONS

Education and Experience

- High school diploma or GED required.
 - Minimum six months of relevant experience (e.g., transportation, dispatch, customer service) preferred.
 - Knowledge of local geography, routing, and public transit operations is beneficial.
 - **New hires with a valid CDL and passenger endorsement are eligible for this position.**
 - **Current Rolling Hills Transit (RHT) dispatchers without a CDL and VDP_CAV dispatchers may be considered; however, the rate of pay will not increase until a CDL with passenger endorsement is successfully obtained and/or STS training is obtained.**
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CERTIFICATES AND LICENSES

- Valid Minnesota Driver's License with CDL and passenger endorsement for Transit bus operators or STS training/certification for van operators. (or willingness to obtain).
- STS van operators must also maintain current STS (Special Transportation Service) certification.

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- **Semcac will assist qualified candidates in obtaining a CDL with passenger endorsement, including training support and testing coordination or obtaining STS certification.**
 - Must maintain a current DOT Medical Card.
 - Must disclose any moving violations immediately.
 - CPR/First Aid certification (or willingness to obtain).
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KNOWLEDGE, SKILLS, AND ABILITIES

- Excellent customer service and communication skills.
 - Ability to handle stressful or emergency situations calmly and responsibly.
 - Basic proficiency with Microsoft Office and scheduling/dispatching software.
 - Ability to understand and apply safety procedures and transportation regulations.
 - Accurate documentation and attention to detail.
 - Willingness to work as part of a team and support department goals.
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ACCOUNTABILITY

- Must maintain professionalism, confidentiality, and a positive, team-oriented attitude.
 - Willing to participate in professional development and ongoing training.
 - Responsible to the Transportation Operations Manager for quality, accuracy, and timeliness of all assigned work.
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PHYSICAL DEMANDS

- Frequent sitting, reaching, speaking, and use of hands.
 - May occasionally lift/move up to 25 pounds.
 - Required vision: close vision, color vision, and ability to adjust focus.
 - Must meet physical demands for both office and driving duties.
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WORK ENVIRONMENT

- Combination of office/dispatching environment and outdoor vehicle operation.
 - May be exposed to varying weather conditions and traffic situations.
 - Noise level is generally moderate.
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SUPERVISOR RESPONSIBILITIES

Provides leadership to other passengers on the bus, but position does not involve any agency supervisory responsibilities to other agency employees.

SEMCAC RESERVES THE RIGHT TO REVISE OR CHANGE JOB DUTIES AND RESPONSIBILITIES AS THE NEED ARISES. THE JOB DESCRIPTION DOES NOT CONSTITUTE A WRITTEN OR IMPLIED CONTRACT OF EMPLOYMENT.

SEMCAC IS AN EQUAL OPPORTUNITY EMPLOYER.

DO NOT ANSWER THIS QUESTION UNLESS YOU HAVE BEEN INFORMED ABOUT THE REQUIREMENTS DESCRIBED IN THIS JOB DESCRIPTION.

Are you capable of performing, in a reasonable manner, with or without reasonable accommodation, the activities described in this job description?

Please check one: YES NO

Employee Signature

Date

Supervisors Signature

Date

Directors Signature

Date