



Madison County Vacancy Announcement

Transit Dispatcher Madison County Transportation Authority

Position Summary:

Under general supervision, responsible for providing effective communication between the Madison County Transportation van operators and Transit operations and for coordinating and assisting the daily operations of the county's transportation system. Ensures that the vehicles are operating according to the schedule and involves monitoring vehicle movements, responding to operational issues and making real-time decisions to ensure efficient and safe transportation service for the public.

This position is Full-Time, non-exempt under the Fair Labor Standards Act.

Where to Apply:

The position is open until it is filled. Submit an NC State Application with a cover letter to the Madison County Human Resources Department.

To obtain an application, visit <https://www.madisoncountync.gov/employment-opportunities.html>.

Applications will be accepted at the Madison County HR Office, 107 Elizabeth Lane, Marshall, or can be mailed to: Madison County Human Resources, PO Box 579, Marshall, NC 28753.

Applications may also be submitted via email to hr@madisoncountync.gov.

Madison County Government is an Equal Opportunity Employer.

Essential Functions:

- Acts as the primary point of communication between the transportation vehicles, fleet maintenance, and Transit operations..
- Helps to ensure timely and efficient operations across all scheduled routes
- Tracks and documents any changes, delays, or incidents that affect transit routes
- Responsible for all dispatching duties within the department. Facilitates the completion of passenger trips and ensures timely and efficient travel of drivers to and from their destinations
- Communicates with drivers, administrative staff and Transportation Director as needed
- Scheduling vehicle maintenance and repairs
- Enter accurate data and updates trip statuses as necessary in the scheduling software
- Reinforce safe operating practices for passengers and employees
- Make files for new clients as needed and input necessary information into electronic systems
- Provides excellent customer service to passengers, including answering questions regarding routes and time schedules
- Assists in the training of new van operators regarding effective communication expectations
- Reports any accidents, vehicle breakdowns or safety concerns to the Director and takes appropriate action to resolve issues as needed
- Performs other related duties as assigned

Education:

High School Diploma or GED required. Two years of office or customer service experience preferred, or an equivalent combination of training and experience which provides the knowledge, skills, and abilities necessary to perform the required work in this position.

Will be required to complete training with functions related to the Madison County Transportation Authority.

Knowledge, Skills, and Abilities:

- Ability to communicate well
- Ability to work well with others and be a team player
- Ability to use technology such as computers, tablets, radio system, and office phone system
- Knowledge of two-way radio procedures and codes
- Proficient with MS Office software and comfortable with learning new software programs
- Knowledge of office practices
- Organizational skills
- Ability to work with minimal supervision

Physical Requirements:

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. In compliance with ADA requirements, reasonable accommodation may be made to enable individuals with disabilities to perform essential functions. Additional physical requirements:

- Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.
- Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Requirements:

Applicants must be willing to submit and pass a pre-employment drug/alcohol test as well as a criminal background check. This position is subject to health and safety sensitive drug screens. Must possess a valid North Carolina Driver's License.

Salary: \$31,686.72 - \$40,000.00 dependent upon education and experience.

This position comes with a benefits package including participation in the Local Government Employee's Retirement System (LGERS), a defined retirement benefit plan, paid health insurance, dental, vision, and other supplemental insurances, as well as paid vacation, sick, and holiday leave.