

TRANSIT OFFICE SUPPORT AND DISPATCH

EXEMPT: No

SALARY LEVEL: Grid 1, Band 8

SHIFT: Varies

LOCATION: Transit Building

APPROVED BY: Manager, Transit and Fleet

Replaces: Transit Office Support & Dispatch

DIVISION: Transit and Fleet Services

DEPARTMENT: Community Services

SUPERVISOR: Transit Superintendent

DATE: April 2024

DATE: Oct 2016

SUMMARY: Under the general direction of the Transit Superintendent, performs dispatch and clerical services and coordinates conventional and HandyDART services. This position also provides administrative support for the initiatives undertaken by the Transit and Fleet Division of the Sunshine Coast Regional District. Service is provided to meet the expectations of customers to the greatest possible extent, with due regard for safety and within given time constraints.

KEY RESPONSIBILITIES *include the following:*

1. To provide information to the public regarding transit service in a courteous manner; this may include information on support services in the community for disabled or elderly passengers.
2. To co-ordinate the activities of transit drivers, including the use of radio or telephone to process and transmit information and instructions.
3. To co-ordinate daily, weekly shift assignments and shift sign-ups for transit drivers and transit assistants including relief coverage replacements.
4. To maintain daily and monthly statistical records for the division and generate regular activity reports for internal use and for BC Transit.
5. To schedule the handyDART service and monitor route allocations and service.
6. To maintain and update handyDART files and other filing systems, inventory or databases.
7. To act as the clerical support for the Transit Superintendent.
8. To comply with, and promote, safe work practices and procedures in order to effect a safe and healthy work environment.

TYPICAL ACTIVITIES: *include the following. Other activities may be assigned:*

1. Provides information regarding service, schedules, rates, and policies in response to telephone and in-person enquiries.
2. Advises transit staff of traffic problems such as construction, accidents, congestion, weather conditions and other occurrences that may disrupt scheduled service. Coordinates drivers' schedules as required by emergency to maintain transit services.

3. Co-ordinates daily and weekly shift assignments and shift sign-ups for transit drivers and transit assistants including relief coverage replacements in accordance with the Collective Agreement and past practice.
4. Coordinates and schedules handyDART service by phone and radio, taking into account the special needs of passengers.
5. Compiles daily route sheets for handyDART drivers and verifies client addresses for pick-up and destination.
6. Records statistics on passenger counts, distances, fuel consumed, revenue received, ferry pick-up and drop-off numbers, and other pertinent information.
7. Registers new handyDART clients and update files.
8. Preparation of coin for collection service.
9. To act as clerical support; drafts correspondence, occasionally distributes agenda packages and prepares minutes, as well as other tasks as required.

KEY RELATIONSHIPS: *To perform the typical duties of this job successfully an individual must have contact with certain people that are not in the direct reporting relationship. In all cases, the individual's behaviour must exemplify a member of a cohesive internal team in an organization that is an active link in the service delivery chain. Contact is routine and non-complex, with a focus on public service that may require occasional problem-solving*

- Bus drivers
- General public
- Care providers at local institutions
- Other SCRD Staff

DECISION MAKING AUTHORITY: *Decisions that are made in carrying out the typical duties of the job without referring to the Manager. In all cases, decisions made by the individual must be in the best interest of the organization and in keeping with the organization's goals and objectives.*

- Decisions involved in making scheduling changes.

PROBLEM SOLVING RESPONSIBILITY:

- Co-ordinating assistance in emergencies, breakdowns, etc., re-scheduling of transit drivers or scheduling of HandyDART drivers to maintain services.

QUALIFICATION REQUIREMENTS: *To perform the job successfully an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and ability required.*

FORMAL EDUCATION & TRAINING:

- Completion of Grade 12 or equivalency
- Completion of post-secondary courses in office skills.

EXPERIENCE:

- Twelve (12) months related office experience

OTHER SKILLS/KNOWLEDGE:

- Proficient in Microsoft Excel, Word and Outlook.
- Able to work under pressure in scheduling, emergencies and handling enquiries or complaints.
- Effective public relations and telephone skills, including tact and patience when dealing with the public and co-workers.
- Knowledge of two-way radio operation and protocols preferred.
- Familiarity with the roads and landmarks of the Sunshine Coast, as well as knowledge of the transportation system preferred.
- Experience working in an operations environment, preferably in the transportation industry.

MEASUREMENT DATA: *(to be used in combination with the SCRD Core Competencies)*

- Effective public relations and telephone skills, including tact and patience when dealing with the public and co-workers.
- Scheduling adjustments accomplished in an efficient and economical manner.
- All required statistics recorded and compiled for review: reports submitted on a timely basis.
- Files maintained and in order.
- Typing assignments completed using appropriate format, spelling and grammar.

SUPERVISORY RESPONSIBILITIES

- None

ADDITIONAL INFORMATION

- To provide back-up relief for the Transportation Office Assistant as required.
- The incumbent is expected to support corporate sustainability and workplace safety objectives.