

## DATS Dispatcher

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### **DEFINITION**

This classification involves the dispatching of support to Operators on the road, in support of a dedicated transportation service (Disabled Adult Transportation System – DATS). Incumbents are responsible for dispatching duties related to the provision of transportation services.

Employees of this classification dispatch drivers and vehicles to provide optimum use of resources, according to established service standards. Dispatchers respond to a variety of calls related to service delivery including service inquiries/complaints and user requests, and requests for assistance from drivers for emergent on-road issues. The work of this classification involves contact with numerous groups, including city/contract drivers, DATS clients, caregivers, caregiver agencies and members of the general public, to assist in the resolution of a diversity of concerns and problems. Incumbents of this classification are required to use computer assisted data together with all necessary support documentation for the maintenance of accounts, records and files, regarding the provision of dispatching service within the Disabled Adult Transportation System.

Work at this level is performed under the direction of a Team Lead once the incumbent becomes familiar with the policies and procedures of the area. Only significant technical or administrative matters of considerable difficulty are referred to the Team Lead. Work is evaluated for effectiveness based on service delivered to the clients, as well as driver feedback.

### **TYPICAL DUTIES\***

Real-time dispatching, including same day trip requests, vehicle outages, driver absences, customer delays, inclement weather and major traffic disruptions.

Co-ordinating routing/trip changes, cancellations, no shows or changes to origin or destination of trip.

Maintaining records, files, reports, such as monitoring and recording driver start and end times, I failure to reports and late starts, vehicle breakdowns, and deviations in schedule service.

Respond to driver, customer or caregiver concerns regarding service. This includes requests for transfers, contacting support workers in emergent situations, responding to inquiries about late service, trip status, same day service or cancellation of service.

Respond to on-road emergencies to determine the appropriate course of action, such as assessing driver/customer safety, notifying emergency services, and client caregivers and family.

Use specialized software and databases for records maintenance.

Use of communication systems to contact drivers.

Performs related work as required.

**KNOWLEDGE, ABILITIES AND SKILLS**

- Knowledge of systems and databases, within a transit or transportation environment
- Knowledge of the applicable procedures, policies and regulations pertaining to the area of specialty
- Considerable knowledge of the geography and street locations of given geographical areas
- Ability to deal effectively with a variety of citizens with physical or cognitive disabilities, their families, and caregiver agencies, civic personnel and the general public, using judgement and sensitivity
- Ability to think and react quickly and calmly in pressure situations
- Ability to communicate verbally and in writing with preciseness and accuracy
- Ability to understand and execute oral and written instructions
- Ability to multi-task, in a high volume work load area
- Skill in operating, equipment and systems related to the work assigned
- Well developed problem solving and dispute resolution skills

**TRAINING AND EXPERIENCE REQUIREMENTS**

Job Level

Completion of Grade 12. Two (2) years of relevant dispatch experience in a transit, transportation and/or dispatching industry, using a variety of computer application tools for the purpose of coordinating dispatching activities.

\* *This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

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Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code	7038		7039	
Grade	015		016	

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