



**Rogue Valley Transportation District  
JOB OPPORTUNITY  
March 31, 2025**

**Title:** Part-Time Dispatcher  
**Department:** Transportation  
**Reports To:** Transportation Manager  
**FLSA Status:** Non-Exempt  
**Salary:** \$24.92 to \$30.00 Hourly

**SUMMARY**

Under the direction of the Transportation Manager, the Dispatch Agent is responsible for providing shift coverage for morning and afternoon Dispatch or Customer Service as necessary. Duties include the scheduling of coach operators and vehicles for Rogue Valley Transportation District (RVTD) fixed routes. Providing coverage for Customer Service, responding to requests for system information and the sale of bus passes, tokens and other fare collateral. Handling customer complaints through documentation and referral to the Transportation Manager.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- Provide excellent internal and external customer service.
- Create "B" board schedules adhering to contract guidelines.
- Keep schedule projection(s) current and up to date daily.
- Call/Contact drivers to cover shifts
- Provide drivers with daily schedules.
- Communicate with customers by phone or in person and provide accurate system information.
- Receive, document and refer customer complaints to the Transportation Manager in a timely manner.
- Maintain confidentiality and protect proprietary information.
- Responsible for sale and documentation of all passenger supplies including tokens and passes. Prepare deposits and balance cash and inventory on a daily and monthly basis, maintain the integrity of the balancing process and report discrepancies to Transportation Manager.
- Operate a two-way radio system, ensuring compliance with RVTD operating procedures and FCC regulations.
- Monitor, operate and update electronic work management and bus location system.
- Communicate with other departments regarding route detours, wheelchair lift scheduling and other operational variations.
- Use of point-of-sale and electronic fare issuance systems.

- Assist coach operators by radio in the event of mechanical breakdown, route delays, passenger concerns, and emergencies. Contact other agencies as necessary. Maintain and provide communication with Transportation Manager.
- Follow safe work habits and report any unsafe conditions to the Transportation Manager.
- Maintain a current knowledge of all bus routes and landmarks near bus routes.
- Must be proficient in the use of Google Maps and possess the ability to provide clear and accurate directions.
- Assist the Transportation Manager with the administration of the Transportation Department in the following areas: stocking blank forms, posting detours and other route deviation instructions, maintaining memo board at FSS, and other duties as directed.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. To perform this job successfully, an individual must also be able to multi-task under highly stressful conditions. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

## **EDUCATION and/or EXPERIENCE**

- High School Diploma or GED equivalent.
- 1 – 2 years customer service/call center and/or previous dispatcher experience.
- Comprehensive computer navigational knowledge and skills, specifically in a Windows environment.
- Ability to utilize a standard business telephone system for communication.

## **LANGUAGE SKILLS**

- Excellent verbal, written and relational communication skills, with ability to appropriately interact with employees of all levels including drivers, customers, senior management, client representatives, union officials and the public.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedures manuals.
- Ability to write routine reports and correspondence.

## **REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret and apply common sense to a variety of instructions furnished in written, oral, diagram, or schedule form.

**PHYSICAL REQUIREMENT:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation(s) may be made to enable individuals with disabilities to perform the essential functions.

- Prolonged periods of sitting at a desk and working on a computer
- Hear and speak clearly to receive and provide information over two-way radio and telephone.
- Lift up to 25lbs
- Specific vision abilities required by this job include close vision, and distance vision.

Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

**HOW TO APPLY:** Those interested may apply online at: <https://rvtd.org/about/employment-opportunities> or obtain an Employment Application from Human Resources – RVTD Administration Building, 101 S. Front Street, Medford, OR 97501, or email Human Resources at: [humanresources@rvtd.org](mailto:humanresources@rvtd.org).