

Ogemaw County Public Transit (OCPT) is seeking to hire 1 reliable Full-Time Dispatcher. As a team member of the OCPT, you will be providing a much-needed service to the community members of Ogemaw County. The OCPT Team is dedicated to providing transportation needs to those who need it. You can expect to have a strong positive impact on those you provide service to and build a sense of pride with being a part of our team. OCPT hours of operations are from 07:00am – 06:00pm Monday-Friday.

DISPATCHER

- Take customer requests for service over the telephone, accurately record information into computer and respond accordingly with details on expected pickup time and drop-off times.
- Process, organize, and coordinate reservations, standing orders, and scheduled runs.
- Handle multiple incoming phone calls in conjunction with radio-dispatch communications and office operations. Must have a working knowledge of transferring money from passenger credit to rides owed.
- Group the service requests into the most efficient route and assign them to vehicles using the appropriate dispatching methods.
- Monitor all vehicle locations and movement patterns.
- Use appropriate radio-dispatching procedures according to the FCC guidelines.
- Maintain confidentiality with all information received as a dispatcher.
- Count money from vehicle vaults and record on the daily fare box revenue sheet.
- Check over drivers log for accuracy and confirm that the fare collected is accurate along with the passengers being listed according to classification.

JOB REQUIREMENTS

- High school diploma or G.E.D. equivalent
- Knowledge of GPS and GIS systems preferred
- Possess valid authorization to work in the United States
- Ability to pass pre-employment physical and drug test
- Ability to pass FTA/MDOT drug and alcohol test
- Strong computer and communication skills
- Ability to multi-task
- Must be 21 years of age or older.
- Possess clarity of speech and writing skills
- Ability to work well with others.

Pay and Benefits

- Health, Vision, Dental
- 401(k) matching
- Vacation, PTO, Sick-Time

Position offers union scale wage according to the Transit (T-5) classification listed in the United Steelworkers of America, AFL-CIO-CLC, Local 8569 contract. **OCPT is an Equal Opportunity Employer.**