

POSITION TITLE: Dispatcher

DEPARTMENT: Ottawa County Transportation Agency

SCHEDULE: Part-time, up to 30 hours weekly – hours and days determined by the Administrator

SALARY RANGE: Negotiable based on experience and education

APPLICATION PROCEDURE: Obtain an application on the OCTA website at <http://www.octapublictransit.org/Resources/OCTAemployment.pdf> or pick up an application at our office. Please submit your resume and completed applications to:

Laurie Cleaver, Director
Ottawa County Transportation Agency
275 N. Toussaint South Rd.
Oak Harbor, Ohio 43449
lcleaver@octapublictransit.org

APPLICATION DEADLINE: Until Filled

JOB SUMMARY:

Coordinate the delivery of scheduled trips in a demand-response public transit system. Receive customer calls for trip reservations and cancellations. Maintain dispatch records including trip reservations, cancellations, no-shows and same-day add-ons. Advise drivers of scheduling changes. Maintain records of trip denials, complaints, and customer feedback. Monitor daily reports of drivers and review manifests for optimum scheduling. May be required to drive public transit vehicles.

MINIMUM QUALIFICATIONS:

- Associates Degree in Business or related field preferred
- Call center experience preferred
- Experience working in office environment and/or in customer service
- Valid Ohio driver license and be able to drive under county guidelines
- Safe driving record.
- Clear Criminal Background Investigation (BCI)
- Must be able to pass an ODOT Physical
- Negative Drug/Alcohol Tests
- Must be able to work evenings and weekends

** OCTA is a drug and alcohol free workplace. Applicants will be required to undergo drug and alcohol testing prior to employment and will be subject to further drug and alcohol testing throughout their period of employment.