

- POSITION TITLE:** Dispatcher/Reservationist
- DEPARTMENT:** Ottawa County Transportation Agency
- SCHEDULE:** Full-time, 40 hours per week – hours and days determined by the Operations Manager
- SALARY RANGE:** Negotiable based on experience and education including competitive fringe benefits package

**APPLICATION PROCEDURE:** Obtain an application by contacting Tom Metzger at [tmetzger@octapublictransit.org](mailto:tmetzger@octapublictransit.org), Lauren Balduf at [lbalduf@octapublictransit.org](mailto:lbalduf@octapublictransit.org) or pick up an application at our office. Please submit your resume and completed applications to:

Tom Metzger, Operations Manager  
Ottawa County Transportation Agency  
275 N. Toussaint South Rd.  
Oak Harbor, Ohio 43449

**APPLICATION DEADLINE:** Until Filled

**JOB SUMMARY:**

Coordinate and schedule the delivery of passenger 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 but not required.
- 5 years of computer experience
- 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.

