

## Metropolitan Transportation Network

<b>Job Title:</b>	Dispatcher	<b>Job Category:</b>	Transportation
<b>Level/Salary Range:</b>	TBD based on experience	<b>Position Type:</b>	Seasonal/part time/ Hourly
<b>Position Reports To:</b>	Transportation Managers and Supervisors		
<b>Job Description</b>			
<p><b>This IS A PART-TIME, SEASONAL POSITION AT OUR IVERSON TERMINAL LOCATED IN MINNEAPOLIS. Employee will be required to work “Split Shifts”—before school starts and after school is dismissed</b></p> <p><b>ROLE AND RESPONSIBILITIES:</b></p> <ul style="list-style-type: none"> <li>○ Dispatch buses and provide timely information to drivers while on route.</li> <li>○ Assist drivers with day-to-day operations and ensure compliance with customer contract, state and local ordinances, and company policies and procedures.</li> <li>○ Assist Managers and Supervisors, assignment desk clerk, and router with administrative assignments as necessary.</li> <li>○ Place memos, route changes, field trip forms, etc. into driver mailboxes.</li> <li>○ Take all scheduling driver complaints to managers and supervisors.</li> <li>○ Handle heavy phone and radio traffic.</li> <li>○ Provide solutions to drop-off and pick-up problems, resolve issues as needed.</li> <li>○ Other assigned duties as needed or requested</li> </ul> <p><b>QUALIFICATIONS:</b></p> <p>Must have 2 years of dispatching and assignment experience.</p> <p>High school diploma or equivalent.</p> <p>Candidates must have computer literacy in Microsoft Word, Excel, Outlook, and Power Point.</p> <p>Must be able to make solid analytical decisions under stressful situations.</p> <p>Able to work under time constraints and deadlines.</p> <p>Must possess excellent customer service skills.</p> <p>Good verbal, written and relational communication skills, with ability to appropriately interact with employees of all levels including drivers, customers, management, client representatives, and general public.</p> <p><b>PREFERRED SKILLS:</b></p> <p>Experience reading and understanding route printouts. Familiarity with the Minneapolis area</p> <p><b>PHYSICAL REQUIREMENTS:</b></p> <p>This position requires constant interaction with people and technology. Work requires sitting, reaching, repetitive motion, and handling/grasping. Communication is required for this job. Must be able to handle an influx of phone calls from parents, bus drivers, schools, etc. while remaining organized. Must be able to see as work is done on the computer.</p> <p>All employees must be able to communicate face-to-face, by email and on the phone with or without reasonable accommodation. MTN is an equal opportunity employer and is committed to compliance with its obligations under all applicable state and federal laws prohibiting employment discrimination. In keeping with this commitment, we attempt to reasonably accommodate applicants and employees in accordance with the requirements of the disability discrimination laws. We also invite individuals with disabilities to participate in a good faith, interactive process to identify reasonable accommodations that can be made without imposing undue hardship.</p>			