

**Treasure Valley Transit is experiencing growth and is looking to fill the position of Dispatcher. If you are looking for an exciting place to work, please look at the list of qualifications below.**

**This position will be Monday through Friday 8:30am – 5:30pm. Full benefits package offered after probationary period. Wage \$18.50 - \$23.75 DOE**

### **Responsibilities for Dispatcher**

- Answering phone calls
  - Distributing to appropriate staff
  - Analyzing and resolving customers inquiries
  - Receive and document customer complaints
  - Relaying information to drivers such as canceled trips or changes
- Billing for our Medicaid Transportation
- Dispatching routes and drivers throughout the day
- Recording and documenting data from drivers 'route sheets
- Cross trained to serve as a back up to primary dispatcher
- Processing mail and distributing to appropriate staff
- Counting and collecting money that's received for transportation services
- Assist in the preparation of the monthly National Transit Database (NTD) reporting by compiling statistical information and coordinating with other staff for submittal

### **Qualifications for Dispatcher**

- Excellent communication skills to collaborate with others in a fast-paced office environment
- Excellent clerical and organizational skills to keep track of schedules and routes
- Ability to multitask with different events happening at the same time
- Ability to work under stress and remain calm during rapidly changing circumstances
- Ability to assist drivers with directions/addresses using Google Maps

### **Education and Experience Requirements**

- High school diploma or GED
- Intermediate computer skills
- Proficient in Microsoft Excel
- Prior customer service experience a plus
- Prior Dispatch experience a plus

All employment offers are contingent upon successful completion of a pre-employment drug test and a criminal background investigation. Treasure Valley Transit, INC is an equal opportunity employer.