

Treasure Valley Transit is experiencing growth and is accepting applications for a Dispatch/Scheduler position. If you are looking for a rewarding, fast-paced place to work and are a good fit, please look at the list of qualifications below.

Applicants must be available to work Monday through Friday from 9:00am – 6:00pm. Full benefits package offered after probationary period. The hourly wage is \$25.00 - \$27.00, DOE, as a full-time employee.

Duties/Responsibilities

- Answering calls for multiple phone lines
- Responsible for efficient scheduling and routing of demand response public transit system
- Daily billing for transportation with the Medicaid broker
- Analyzing and resolving customers' inquiries and relaying customer complaints to management
- Quickly relaying information to drivers such as canceled trips or changes
- Dispatching routes and drivers throughout the day
- Assist in the preparation of the monthly National Transit Database (NTD) reporting by compiling statistical information and coordinating with other staff for submittal
- Coordinate with Operations Manager when vehicle maintenance is scheduled
- Ability to operate a transit vehicle as a back-up bus driver when necessary

Required Skills/Abilities

- Excellent communication skills to collaborate with others in a fast-paced office environment
- Excellent clerical and organizational skills with attention to detail to keep track of schedules and routes
- Ability to work independently and identify and solve problems
- Excellent time management skills with proven ability to meet deadlines
- Ability to learn multiple bus services/routes and dispatching software
- 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 navigation

Education and Experience Requirements

- High school diploma or GED
- Prior dispatching experience required
- Intermediate computer skills including proficiency in Microsoft Office are preferred
- Prior customer service experience preferred
- Current Idaho CDL with passenger endorsement and current DOT medical card required

All employment offers are contingent upon successful completion of a pre-employment drug test and a criminal background check. Treasure Valley Transit, Inc, is an equal opportunity employer. Qualified applicants will not be discriminated against in regard to race, color, religion, sex, national origin, age, marital status, non-job related disability, gender identity, sexual orientation, or any other protected group status.