



## **JOB POSTING**

**Job Title: Dispatch/Customer Care Supervisor**

**Department: Dispatch**

### **HARBOR TRANSIT**

*Empowered to serve our customers with professionalism, compassion, understanding, and a willingness to help.*

Harbor Transit has been in operation for over 40 years. It has grown from a small “Dial-A-Ride” service into a public transit authority that serves the communities of Grand Haven, Grand Haven Charter Township, Ferrysburg, the Village of Spring Lake, and Spring Lake Township. It covers a service area of 55 square miles and transports over 250,000 riders a year.

Harbor Transit provides daily transportation service to hundreds of riders going to work, school, medical appointments, and other needed destinations. Its fleet is made up of 28 wheelchair accessible service vehicles and two trolleys. Most of the buses and vans have a low floor and ramp so boarding for those with a wheelchair or walker can be done easily and safely.

We are looking for someone who shares our same values of serving customers with professionalism, compassion, understanding, and a willingness to help. The full-time Customer Care Supervisor job duties vary greatly from the quiet times of managing and coordinating dispatchers’ schedules to the excitement of planning and organizing bus routes and providing advanced customer service to riders of Harbor Transit. Someone with prior public transportation supervisory and dispatching experience, and who believes in providing a high level of internal and external customer service, will be a great fit!

### **A Day in the Life:**

- Supervises the dispatch service of Harbor Transit by monitoring assigned work activities, employee performance, and scheduling dispatch and driving staff to provide timely, effective, and efficient transit services for all hours of operation.
- Dispatches buses based on time schedules and passenger demand. Plans and organizes bus routes and contacts drivers to inform them of their assignments, road conditions, and weather information.
- Monitors and evaluates existing services and recommends changes to the Transportation Director. Completes special research, creates and implements tracking and reporting methods, and prepares reports as requested. Identifies, plans, and provides support for various operations, processes, and customer service needs.

- Participates in the recruitment and hiring of dispatch employees. Assigns work, supervises personnel, evaluates performance, and oversees training and professional development. Takes disciplinary action according to established procedures.
- Provides advanced customer service and independently resolves complex issues. Offers guidance and instruction to customers regarding department operations, rules, procedures, forms, protocols and other requirements to ensure they understand processes, obtain and complete required paperwork, and receive adequate and complete information.
- Operates and troubleshoots computerized dispatch systems and provides ongoing training on system upgrades and changes. Assists in troubleshooting vehicle and equipment errors and refers complex issues to the mechanic.

### **What You Will Need:**

- An associate's degree in business administration or related field is required. A bachelor's degree in business administration or related field is preferred.
- Five or more years of experience in office administration, dispatch operations, public transportation, or a related field is required.
- Ability to obtain and maintain a Federal Department of Transportation (DOT) Medical Certification Card.
- Must be able to follow the FTA Drug and Alcohol Program, as part of a safety sensitive position.

### **What We Offer:**

- A salary pay range of \$59,987 – \$70,928.
- Health and dental coverage for you and your family, including a Health Savings Account (HSA) contribution.
- A 401(a) plan, through the Municipal Employees' Retirement System (MERS), with a 12% employer contribution; and a health care savings plan, through the Municipal Employees' Retirement System (MERS), with a 3% employer contribution.
- A generous paid time off program to help you keep a healthy work/life balance.
- Financial protection through disability, life, accidental death & dismemberment insurance.
- Employee Assistance Program (EAP) and educational reimbursement benefits your mind and body healthy.

When you become a Harbor Transit employee, you do more than simply change jobs. You become part of the Harbor Transit family, a group of talented individuals who provide superior customer service to their residents and visitors, love their jobs, embrace change and celebrate the community.

### **How to Apply:**

- View the full job description online at: [www.harbortransit.org](http://www.harbortransit.org)
- Send a cover letter and resume to [ADumbrell@ght.org](mailto:ADumbrell@ght.org)
- Any questions can be directed to Andrea Dumbrell, Human Resources Consultant, at 616.604.6309; or Scott Borg, Transportation Director, at 616.842-3220, ext. 5
- Application deadline: open until Friday, October 9, 2020, or until filled

Harbor Transit is committed to Equal Employment Opportunity and to attracting and retaining the most qualified employees regardless of race, national origin, religion, sexual orientation, gender, age or disability.