



Job Description

Position: **CUSTOMER CARE SUPERVISOR**
Department: Dispatch
Reports To: Transportation Director
Status: Regular, Full-Time, Exempt
Pay Grade: 8
Revision: 07/20

SUMMARY:

Under the supervision of the Transportation Director, manages and coordinates the day-to-day operations of the Harbor Transit dispatching service. Provides direct communication to internal and external customers, provides information, proactively anticipates planning needs, and facilitates problem resolution.

ESSENTIAL FUNCTIONS:

- 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.
- Manages and coordinates staff schedules and monitors hours according to established policies and procedures. Adjusts schedules as needed to cover for call-ins, vacations, and other absences, and to accommodate high volume periods during special events. Reviews timesheets and other work records for completeness and accuracy. Gives technical advice and assistance to employees on difficult or unusual work situations.
- 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.
- Assists in the development and administration of the annual operating and capital budgets. Monitors the budget throughout the fiscal years and oversees purchases of equipment and supplies. Assists with departmental accounting activities. Assists in administering grant funded projects as needed.
- Plans and coordinates internal fundraisers and other events to promote positive employee morale.
- Coordinates operations for special events and requests, including transportation services for festivals or other events, and coordinates trolley route and other seasonal or special services. Organizes staff schedules to cover special event operational needs. Assist in the preparation of a promotional materials for tours and other events as needed.
- Maintains all necessary records in accordance with administrative rules, contract language, and legal requirements including State and Federal legislation and local ordinances and regulations. Compiles operational statistics and completes a variety of reports required by the City, State, and other agencies.
- Attends various meetings, completes research and special projects, makes recommendations, and gives presentations as requested. Serves as staff liaison to boards and committees as assigned.
- Responds to public inquiries, investigates complaints, and assists the public as needed. Refers complex issues to the department director as needed.
- Keeps abreast of legislative and regulatory developments, new administrative techniques, and current issues through continued education and professional growth. Attends conferences, workshops, and seminars as appropriate.
- Performs other duties as assigned.

EDUCATION, EXPERIENCE AND TRAINING:

- 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.

KNOWLEDGE, SKILLS AND ABILITIES:

- Thorough knowledge of the rules, procedures, equipment, facilities, safety issues, and precautions relating to public transportation.

- Knowledge of Harbor Transit organizational structure, policies, and operations.
- Knowledge of traffic laws, ordinances, and practices involved with safe vehicle operation.
- Knowledge of streets, geography, and important locations within the service area.
- Skill in operation and troubleshooting of general office equipment.
- Skill in organizing and supervising the work of subordinates, in developing and implementing work procedures, and in training and developing employees.
- Skill in the use of office equipment and technology, including computers and a variety of related software, and the ability to master new technologies.
- Skill in assembling and analyzing data, and in preparing comprehensive and accurate reports.
- Ability to type and enter data with speed and accuracy.
- Ability to communicate effectively and present ideas and concepts orally and in writing, and make presentations in the public forum.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with employees, Harbor Transit officials, professional contacts, community leaders, the media, and the public.
- Ability to critically assess situations, problem-solve, exercise a high degree of diplomacy, and work effectively under stress, within deadlines and changes in work priorities.

PHYSICAL AND MENTAL DEMANDS:

- Hearing, seeing, speaking.
- Reading, reasoning, problem solving.
- Communicating verbally and in writing to employees, supervisors, and clients.
- Frequent interruptions.
- Contact with residents and visitors, in person and via phone.
- Lift, push, and pull heavy weight, kneel, bend and twist and use considerable upper body strength to secure passengers in wheelchairs.
- Moving wheelchairs and/or mobility units and utilizing associated tie down systems involves physical exertion and considerable strength.

WORK ENVIRONMENT:

While performing the duties of this job, the employee regularly works in an office setting with a controlled climate where they sit and work on a computer, communicate by telephone, email, or in person, and move around the office to travel to other locations. Additionally, the employee works in or around a maintenance garage. The employee is exposed to moving mechanical parts, fumes or airborne particles and adverse weather conditions. The noise level in the work environment is usually moderate.
