

DISPATCH/CUSTOMER SERVICE REPRESENTATIVE

Job Title: Dispatch/Customer Service Representative

Reports To: Transit Manager

FLSA Status: Regular, Full-time position; non-exempt -Hourly

General Summary: The DCS Customer Service Representative works in the Transportation Customer Service Center of DCT. The representative works with the team to provide quality transit information to riders, potential riders and the families and agencies who serve them, drivers, and mobility staff. Specifically, this person will most often work on the phone and computer to communicate schedule information, driver manifest, problem resolution and general information questions about DCT services.

Essential Duties and Responsibilities:

- Assist individuals on the phone or in person with inquiries regarding bus/vehicle service.
- Communicate professionally over the dispatch radio system to drivers.
- Keep records/logs and produce reports, such as counting fair.
- Locate and effectively relate wide menu of DCT internal transportation resources and direct to external community transportation resources.
- Communicate with human service and other agencies assisting transit dependent persons.
- Ride on public transportation/Drive company vehicles
- Advocate for riders
- Attend staff meetings and required trainings.
- Responsible for counting fairs from the buses.
- Excellent listening skills and patience when working with clients and team members.
- Effective oral and written communication skills/basic computer skills
- Ability to compile information and maintain and keep accurate records and reports.
- Enthusiastic interest in serving the public with an emphasis on diverse populations, elderly persons, low-income persons, and individuals with disabilities.
- Ability to multi-task and find enjoyment in problem solving.
- Must enjoy working as a team member.
- Other duties as assigned by supervisor.

Work Hours:

Varies based on the location and needs of the agency.

Education, Experience, Licensing, and Other Position Requirements:

6+ months social service and/or life experience with individuals with intellectual or developmental disabilities (preferred)

Proficient computer skills (preferred)

Outstanding organizational and people skills

At least 18 years of age with 2 years driving experience.

MD Pre-Employment Reference Checks from prior employers

Pass State/Federal background check.

Negative results on pre-employment and random drug tests.

Must maintain valid driver's license with no more than 4 points.

Must maintain State and Agency required mandated training.

Employee must be able to receive, understand, and communicate verbal and written instruction and communicate in the English language.

COMPETENCIES: To perform the job successfully, an individual should demonstrate the following competencies:

Teamwork - Exhibits objectivity and openness to other's views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Conserves organizational resources.

Computer Skills – To perform this job successfully, an individual should have strong knowledge of computer operating systems.

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Customer Service – Maintains professional demeanor when dealing with difficult or emotional situations; Responds promptly to staff needs; Solicits feedback to improve service; Responds to requests for service and assistance.

Mathematical Skills – Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Interpersonal Skills - Keeps emotions under control; Remains open to others' ideas and tries new things. Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.

Oral and Written Communication - Listens and gets clarification; Responds well to questions; Participates in meetings; Communicates clearly and cogently with clients and staff; Reads and comprehends written and verbal instructions. Writes clearly and informatively.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Safety and Security - Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.

Attendance/Punctuality - Is consistently at work and on time; Arrives at meetings and appointments on time.

Dependability – Follows instructions, responds to management direction; Takes responsibility for own actions. Meets commitments, Follows policies and procedures.

WORKING CONDITIONS AND PHYSICAL DEMANDS REQUIRED TO SUCCESSFULLY PERFORM THE ESSENTIAL JOB DUTIES:

The environmental factors described here are representative of those that may be present in the workplace while the employee performs the essential functions of this job. While performing the duties of this job, the employee is required to:

- Stand; walk; use hands to finger, handle, grasp or feel -**frequently**
- Reach with hands and arms; push and pull up to 30 pounds -**frequently**
- Talk, hear and smell -**frequently**
- Stoop, kneel, or crouch -**frequently**
- Sitting and/or standing. **frequently**
- Lift and/or move up to 30 pounds. -**frequently**
- Utilize close vision, distance vision, color vision and ability to adjust focus. - **frequently**
- Employee will be exposed to odors, dust, fumes, and noise. -**frequently**

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- Employee will be exposed to outside environmental conditions. -**frequently**
- Climb stairs. -**frequently or occasionally dependent on what residential house**
- Travel. -**as required**

Employee Name

Signature

Date