

Full-Time Public Transit Dispatcher/Scheduler

Schedules rides and dispatches drivers for routes, subscription and demand response services providing transit services to citizens in Dubuque, Delaware and Jackson Counties. Operates a variety of communication equipment, including two-way radio, multi-line telephone, computer mobile dispatch terminal and scheduling software; creates, maintains and monitors computerized driver manifest/schedules; and responds to requests for service and information to passengers/general public.

Perform a wide variety of clerical duties including email, data entry and typing; maintain accurate records, logs and files on transportation/paratransit services. Validate routes for accuracy and reporting and verify billings, funding sources, financials and statistics. Assist with vehicle maintenance program and Transit Safety Program. Should be well versed with Microsoft products (Word, Excel etc.) and operations on web-based software.

Considerable customer service experience and experience in the operation of transit communication center and scheduling equipment. Knowledge of streets, buildings and facilities within the three counties. Knowledge of the Federal Communication Commission rules and regulations governing radio operation. Knowledge of the safety and driving requirements related to the transit system. Required typing speed of 60 words per minute and pass a Pre-Employment Aptitude test. High school diploma or its equivalent; or any equivalent combination of experience and training required. Possess valid driver's license to operate vehicle, clean driving record, and be insurable under ECIA/RTA's insurance policies. ECIA/RTA is committed to promoting and supporting a diverse workplace. We are proud to be an equal opportunity employer. Women, minorities, and qualified persons with disabilities are encouraged to apply. \$21.80 – \$31.75/hr plus benefits. Resumes due January 21, 2022 by email snesteby@ecia.org or mail ECIA, 7600 Commerce Park, Dubuque, IA 52002.