



**SACRAMENTO REGIONAL TRANSIT DISTRICT  
invites applications for the position of:**

## **Paratransit Dispatcher**

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**SALARY:** \$16.60 - \$21.76 Hourly  
**DEPARTMENT:** Paratransit Operations (SacRT GO)  
**OPENING DATE:** 03/13/20  
**RECRUITMENT TYPE:** Internal/External  
**DESCRIPTION:**

**\*This wage rate is tentative and subject to confirmation through pending collective bargaining.**

**OFFICIAL K4 DMV PRINTOUT IS REQUIRED AT THE TIME OF APPLICATION**  
**Only official K4 DMV printouts issued by the Department of Motor Vehicles are acceptable.**  
**Online DMV printouts will not be accepted.**

Responsible for the direct day-to-day communications and interactions with Paratransit Operators and clients. Coordinates and directs the movement of vehicles for Paratransit services. Tracks and reports sign-in and sign-out times, assures routes are timely, and communicates Paratransit service issues to management as appropriate. Work require incumbent(s) to exercise good judgement, make decisions within the limits of established policies, procedures and guidelines and provide excellent customer service. May operate paratransit passenger vehicles.

### **EXAMPLES OF DUTIES:**

*This is a general listing of job functions and does not represent a complete listing of the positions responsibilities.*

- Takes Paratransit client calls and communicates issues with Paratransit Operators and management or Dispatch.
- Monitors radio, telephones and on-road provision of service to ensure quality.
- Monitors and completes Paratransit Operator sign-in and sign-out daily.
- Monitor service to ensure it meets the parameters set forth in the Americans with Disabilities Act.
- May dispatch Paratransit Operators to ensure adequate disbursement of trips between all assigned routes.
- Monitors daily system performance.
- Analyze and adjust computer dispatch schedules for conditions affecting passenger service.
- Maintain two-way communication with operators, providing information on customers, cancellations, and directional assistance where necessary.
- Provide appropriate troubleshooting information to field personnel so that service to the public is maintained with a minimum of delay and inconvenience.
- Participates in analysis and review of Paratransit operating performance.
- Notes closed and/or late starting of routes and communicates same to management and/or Superintendent as appropriate.
- Performs other related duties as assigned.
- Assumes the responsibilities of a Paratransit Operator if needed to meet customer service demands.

### **MINIMUM QUALIFICATIONS:**

**Education and Experience:**

High School Diploma or equivalent.

Two (2) years of customer service experience required. One (1) year previous Paratransit Dispatcher experience preferred.

**Required Licenses and/or Certificates:**

Must possess a valid Driver's License at the time of application and have a satisfactory driving record as defined by SacRT. Must have the ability to obtain a valid California Class B Driver's permit with Passenger endorsement prior to the start of employment.

**Candidates must submit an official K4 DMV printout at time of application, dated no more than ten (10) days prior to the date you submit your application, in order to be considered. Only official DMV printouts issued by the Department of Motor Vehicles are acceptable. Online DMV printout will not be accepted.**

**FILING INSTRUCTIONS/SUPPLEMENTAL INFORMATION:**

Meeting the minimum qualifications does not guarantee that a candidate will be invited to participate in other examination segments of the selection process. An employment application and **official K4 DMV printout, as outlined above, is required for this position**. Applications, job announcements, and copies of the complete job description are available through our website at [www.sacrt.com](http://www.sacrt.com).

**Completed employment application and official K4 DMV printout, as outlined above, must be submitted online. RT will not process incomplete applications. Resumes are not accepted in lieu of an application, but may be included with the application.** For more information on benefits, a summary sheet is available from the Human Resources Department. The Human Resources Department will make reasonable efforts in the recruitment process to accommodate candidates with disabilities. For more information, contact the Human Resources Department at (916) 556-0298.

**RT is an Equal Opportunity Employer EOE - Minorities/Women/Disabled/Veterans.**

This position falls under the Amalgamated Transit Union.

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APPLICATIONS MAY BE FILED ONLINE AT:  
<http://www.sacrt.com/Career/>

Position #2020-PARADISPMAR20  
PARATRANSIT DISPATCHER  
YH

2810 O Street  
Sacramento, CA 95816  
(916) 556-0298

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**Paratransit Dispatcher Supplemental Questionnaire**

- \* 1. Describe your dispatching work experience including any experience within the public transit industry. In your response, include your job title, the employer and number of years/months you performed the function.
- \* 2. Describe, in detail, your experience providing customer service. In your response, include your job title, the employer and number of years/months you performed the function.
- \* Required Question