City of Rapid City
Job Description

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Rapid Transit Dispatch</th>
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<tbody>
<tr>
<td>Job Code:</td>
<td>RTSD</td>
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<td>Job Family:</td>
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<tr>
<td>Pay Grade:</td>
<td>AU03</td>
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<tr>
<td>Date Revised:</td>
<td>5/18/2021</td>
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<tr>
<td>FLSA Status:</td>
<td>Non-Exempt</td>
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General Summary: This position is responsible for providing support for daily passenger coordination.

Essential Duties and Responsibilities:

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

- Assigns and fills all shift work assignments for DIAL-A-RIDE service.
- Communicates with Rapid Transit Operators and route supervisors over two-way radio or mobile texting, logs transmissions and provides schedule information and time checks as needed.
- Schedules all DIAL-A-RIDE passenger trips using automated scheduling software.
- Answers phone and provides overall transit system information and passenger scheduling.
- Provides ticket sales and information for walk-in customers.
- Assists route supervisor in filling operator shift assignments.
- Provides information to law enforcement concerning vehicle accidents and public safety at the bus terminal facility.
- Maintains records and files.

Qualifications:

Education and/or Experience:

High school diploma or general education degree (GED). Must possess a valid South Dakota driver’s license or ability to obtain within 30 days from date of hire.

Working Conditions:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to sit. The employee is
occasionally required to stand; walk and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds.