



**BAY AREA TRANSPORTATION AUTHORITY
JOB DESCRIPTION**

TRANSPORTATION SERVICE COORDINATOR

Supervised By: Dispatch Supervisor
Supervises: No Supervisory Responsibility

Position Summary:

Under the direct supervision of the Dispatch Supervisor, performs a variety of communication, scheduling, and clerical services to ensure efficient and accurate coordination of internal and external customer transportation services. Handles routine customer service functions and provides clerical assistance in support of the daily activities of BATA.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

- Receives, screens, directs, and analyzes telephone and radio calls. Communicates detailed sequential instructions to drivers for efficient transportation services. Maintains detailed customer information.
- Acts as receptionist, responding to information requests, ticket, and pass purchases; addresses routine questions and/or concerns. Resolves many issues independently, while referring more complex situations to the appropriate party. Provides reception customer service for BATA.
- Establishes and maintains a comprehensive filing and records retention system. Accesses and provides information as requested.
- Responsible for maintaining proficiency in all assignments and functions of transportation services coordination. Rotates job assignments.
- Responsible for communication with other transportation service coordinators to maintain efficient and accurate deployment of services. Provides verbal and written communications of pertinent information to provide efficient service.
- Provides clerical support activities; data entry; collection and summarization of data; prepares reports; files.

- Maintains a comprehensive knowledge of regional transportation resources, service geography and road conditions. Receives and disseminates information regarding traffic accidents, delays, breakdowns, and such.
- Is available seven days a week, 24 hours a day, as assigned.
- Performs other related work as assigned.

Required Knowledge, Skills, Abilities, and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities, and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

High school diploma or equivalent.

Experience requirements include three or more years of customer service experience in office clerical support operations.

A valid Michigan driver's license is required.

Skill in the use of office equipment and technology, including computers and a variety of related software, and the ability to master new technologies.

Demonstrated ability to stay on task and effectively manage interruptions.

Skill in maintaining a comprehensive filing and records retention system and in retrieving a variety of information and data.

Ability to type and enter data with speed and accuracy.

Ability to understand and follow oral and written instructions, and carry them out independently.

Ability to effectively communicate and present information orally and in writing.

Ability to solve problems, work effectively under stress, within deadlines and changes in work priorities calmly and positively.

Ability to deal with internal and external customers tactfully and courteously.

Ability to think abstractly and visualize geographic bus locations and movement.

In addition to the above requirements, all positions require the ability to read, write, speak and understand the English language as necessary for the position; the ability to follow written and oral instructions and the ability to interact positively with other employees and members of the

public. Employees are also expected to possess and maintain a record of orderly, law-abiding citizenship, sobriety, integrity, and loyalty as it pertains to and reflects upon their employment.

Employees must be physically and mentally able to perform the essential duties of their position without excessive absences.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the 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 communicate in person and by telephone or radio, read regular and small print, view and produce written and electronic documents and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office and field setting, stand, sit, stoop, and kneel, use hands to finger, handle or feel and reach with hands and arms. The employee must lift and/or move items of light to moderate weight.

The typical work environment of this job is a normal office setting where the noise level is moderate and sometimes loud, working under normal fluorescent lighting.

Employment Status:

FLSA – Hourly

Revisions:

November 2009

December 2013 – removed fare box vault responsibility

June 2016-changed direct supervisor from Transportation Services Manager, and in cooperation with the Operations Assistant's instruction to Dispatch Supervisor

This job description has been approved by all levels of management:

Manager _____

HR _____

Starting Pay Rate: _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____