



Job Title:	Dispatch/Security	Job Category:	Non-Exempt
Department/Group:	West Burlington Office	Reports To:	President, Executive Vice President, & General Manager
Location:	West Burlington, IA	Travel Required:	None
Position(s) Supervised:	None	Position Type:	
HR Contact:	Caylie Cherry	Date Posted:	
Will Train Applicant(s):	Will Train Applicant(s)	Posting Expires:	

Applications Accepted By:

FAX OR EMAIL:

319-753-2916 Ext. 126
 ccherry@burlingtontrailways.com
 Subject Line: Dispatch/Security

MAIL:

Human Resources
 Burlington Trailways
 PO Box 531
 West Burlington, IA 52655

Job Description

SUMMARY

Assist and directs the safe and efficient logistics of the motor coach operations. Also responsible for the security activities for the West Burlington office and depot facilities. Specific duties stated in the following essential functions statement.

REASONABLE ACCOMMODATIONS STATEMENT

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

ESSENTIAL FUNCTIONS

DISPATCH:

- Issues orders for station departure of buses at specified hours, according to schedule.
- Arranges for extra buses and drivers in case of accident or heavy traffic.
- Inspects drivers' appearance and physical condition prior to dispatch.
- Determines driver and appropriate motor coach for trip.
- Prepares rental or charter forms for after hour emergency trips.
- Directs other workers to fuel, clean and ready motor coaches outgoing trips.
- Evaluates meteorological information and determines risk and trip route- cancel or delay (IA).
- Accurately calculate fuel requirements for a trip.
- Recommend or direct any route changes or directive for extra fuel.
- Prepares log of trips, delays, cancellation or list changes in schedule.

- Answers telephone and records information such as driver name, location of disabled vehicle and nature of vehicle malfunction.
- Maintains, documents and communicates with road service that will assist the disabled motor coach.
- Prepares work schedules and assigns duties to ensure that sufficient shift personnel are available for workload demands and in conformance to policy and procedures.
- Coordinates emergency calls and relays information and assistance requests involving other motor coach companies.
- Tests, inspects, and operates radio, telephone, computer, and other equipment as needed.
- Prepares, reviews, and maintains reports, statistics, and records.
- Records time, location, and nature of trouble and relays information to workers assigned to assist with situation.
- Relays and records all messages between operators and agents concerning operations.
- Assigns vehicles and issues keys (IA) according to factors such as length, purpose of trip and freight or passenger requirements.
- Records time of departure, destination, cargo, and expected time of return.
- Investigates and confers with customers to expedite or locate delayed, missing or misrouted vehicles.
- Listens to radio traffic and sends/ receives check in calls to/ from operators by radio, telephone, or in person.
- Informs workers of type and location of work to be performed and dispatches workers to job.
- Arranges for relief motor coach operator.
- Receives reports of actual or anticipated disruptions and determines action required to rectify condition.
- Records service disruptions, time, and action taken.
- Complete all required checklist from dispatch checklist binder.
- Organize and clearly communicate dispatch information to other dispatch colleagues.
- Determines and schedules orders according to urgency.
- At the end of each month total up driver miles for the year and record in driver manual.
- Make sure no drivers have violated hours of service and if they have, address and solve the problem.
- FTA Safety Sensitive Functions: Controlling dispatch or movement of a revenue service vehicle
- Other duties as assigned.

SECURITY:

- Enforce federal security regulations relative to company operations.
- Patrols company premises (interior/ exterior) to ensure building & property are secure.
- Monitor security cameras and take appropriate action when necessary.
- Take action and/ or notify law enforcement (if needed) of persons engaged in suspicious or criminal acts.
- Document matters such as maintenance, safety and property or equipment damage.
- Authorize persons to enter or exit property.

POSITION QUALIFICATIONS

COMPETENCY STATEMENT(S)

- Safety Awareness - Ability to identify and correct conditions that affect employee safety.
- Honesty / Integrity - Ability to be truthful and be seen as credible in the workplace.

- Reliability - The trait of being dependable and trustworthy.
- Autonomy - Ability to work independently with minimal supervision.
- Active Listening - Ability to actively attend to, convey, and understand the comments and questions of others.
- Working Under Pressure - Ability to complete assigned tasks under stressful situations.
- Analytical Skills - Ability to use thinking and reasoning to solve a problem.
- Judgment - The ability to formulate a sound decision using the available information.
- Accountability - Ability to accept responsibility and account for his/her actions.
- Strategic Planning - Ability to develop a vision for the future and create a culture in which the long-range goals can be achieved.
- Detail Oriented - Ability to pay attention to the minute details of a project or task.
- Organized - Possessing the trait of being organized or following a systematic method of performing a task.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Communication, Written - Ability to communicate in writing clearly and concisely.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

High School Diploma required; continuing education preferred

Associate's Degree (two-year college or technical school) Preferred, Field of Study: Logistics

One (1) or more years of logistics dispatching experience, or Work Equivalent

PREFERRED SKILLS

Basic computer knowledge

Ability to use computer programs with training

Must be efficient with Microsoft Office Products

PHYSICAL DEMANDS

- N (Not Applicable)** • Activity is not applicable to this position.
- O (Occasionally)** • Position requires this activity up to 33% of the time (0 - 2.5+ hrs./day)
- F (Frequently)** • Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs./day)
- C (Constantly)** • Position requires this activity more than 66% of the time (5.5+ hrs./day)

PHYSICAL DEMANDS

LIFT/CARRY

Stand	O	10 lbs. or less	F
Walk	O	11-20 lbs.	O
Sit	C	21-50 lbs.	O
Manually Manipulate	F		



Reach Outward	O	51-100 lbs.	O
Reach Above Shoulder	O	Over 100 lbs.	O
Climb	O		
Crawl	O		
Squat or Kneel	O	PUSH/PULL	
Bend	O	12 lbs. or less	F
Grasp	O	13-25 lbs.	O
Speak	C	26-40 lbs.	O
		41-100 lbs.	O
OTHER PHYSICAL REQUIREMENTS			
None			
ADDITIONAL NOTES			
<p>The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.</p>			
EQUAL EMPLOYMENT OPPORTUNITY			
<p>Burlington Trailways is an equal opportunity employer. In accordance with applicable law, we prohibit discrimination against any applicant or employee based on any legally-recognized basis, including, but not limited to: veteran status, uniformed servicemember status, race, color, religion, sex, pregnancy (including childbirth, lactation or related medical conditions), age (40 and over), national origin or ancestry, physical or mental disability, genetic information (including testing and characteristics) or any other consideration protected by federal, state or local law. Our commitment to equal opportunity employment applies to all persons involved in our operations and prohibits unlawful discrimination by any employee, including supervisors and co-workers.</p>			
Reviewed By:	Name	Date:	Date
Approved By:	Name	Date:	Date
Last Updated By:	Name	Date/Time:	Date/Time