

Job Title:	Dispatcher/Security	Job Category:	Non-Exempt
Department/Group:	West Burlington Office	Reports To:	Dispatch/Security Supervisor
Location:	West Burlington, IA	Travel Required:	None
Position(s) Supervised:	None	Position Type:	Full Time
Job Description			

### Summary

Assists with the safe and efficient logistics of the motorcoach operations. Responsible for the security activities of the West Burlington office and terminal facilities. Must know how to operate general office equipment, including but not limited to multi-line phones, computer, printer, copier/scanner, fax machine, paper cutting machine, etc.

### 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 accommodation may be made to help enable qualified individuals with disabilities to perform the essential functions.

### Essential Functions

#### General Duties:

- Verifies employees report for work on time, calling those who have not reported as scheduled, and take proactive measures to cover work.
- Inspects drivers' appearance and physical condition upon reporting for duty.
- Ensure all FMCSA Passenger Carrying Hours of Service (HOS) Rules are followed for each driver to include forecasting necessary HOS. If issues are found Dispatch must create a solution so all work is covered without violation.
- Assist with the coordination of drivers, vehicles, and motorcoach assignments.
- Prepare and provide individual work schedules for drivers verifying their acceptance of assignments.
- Provide route assistance to drivers when needed. If assistance becomes excessive, inform the Driver Supervisor.
- Coordinate communication between Dispatch and drivers over multiple platforms.
- Organize and clearly communicate dispatch information to other dispatchers and management. Dispatch acts as liaison between Drivers and Senior Management.
- Communicate with other employees to ensure motorcoaches are fueled, cleaned, and ready for assignments.
- Investigates and confers with customers to expedite or locate delayed, missing or misrouted vehicles.
- Accurately determine ticket fares and sell tickets over the phone, document as required.
- Knowledge of policies regarding ticketing, baggage, passenger terms and conditions and resources where to find information
- Monitor weather conditions along all scheduled and charter routes coordinating with appropriate individuals to ensure safe operation of all assignments.
- Use all resources and critical thinking skills to provide accurate information or guidance on issues that may arise. Noncomprehensive examples include; fueling, directions, delays/cancellations, passenger issues, equipment failures, ELD troubleshooting, safety.
- Operates multi-line phone systems to place and answer calls. Fields call accordingly and provides accurate information. Records all information from calls in the appropriate place.
- Monitors radio traffic

- Ensure operation of radio, telephone, computer, and other equipment as needed and address issues if discovered.
- Contact and coordinate with road service in the case of road failure.
- Follow accident and/or incident procedure when applicable.
- Communicate service disruptions.
- Coordinate requests involving other motorcoach companies to accommodate if possible.
- FTA Safety Sensitive Functions: Controlling dispatch or movement of a revenue service vehicle
- Maintains confidentiality with information privy to Dispatch/Dispatchers
- Other duties as assigned.

#### Daily Paperwork:

- Issues dispatch orders that specify work assignments.
- Create and distribute ready car/bus list each day. This report includes the vehicle's current location and predicted daily usage.
- Communicate and complete proper paperwork for delays and cancellations.
- Complete Extra-Board Sheet which includes recording time of departure, destination, expected time of return, exact time of return and the shop/bus list.
- Complete Road Failure Report when required
- Complete all required daily checklists.
- Maintain accuracy of data contained within the dispatch pad, schedule register, call-in sheet, driver list, motorcoach list, company car locations.

#### Security

- Patrols West Burlington, IA premises (interior/ exterior) to ensure building and property are secure.
- Monitor company-wide security cameras and take appropriate action when necessary.
- Take action and/or notify law enforcement of persons engaged in suspicious or criminal acts by using critical thinking skills to determine if emergent or non-emergent phone should be used.
- Document matters such as maintenance, safety, and property or equipment damage.
- Authorize persons to enter or exit property.
- Other duties as assigned.

#### Qualifications

- Basic computer knowledge; proficient with Microsoft Office products
- Ability to learn and use computer programs with training
- Strong multitasking skills with the ability to retain information
- Reliable and dependable work ethic
- Effective decision-making skills
- Ability to work independently with minimal supervision

#### Physical Demands

#### Definitions:

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+ hours/day)
F (frequently)	Position requires this activity from 33%-66% of the time (2.5-5.5+ hours/day)
C (constantly)	Position requires this activity more than 66% of the time (5.5+ hours/day)

• Stand	O	<b>Lift/Carry</b>	
• Walk	O	10 lbs. or less	F
• Sit	C	11 – 20 lbs.	O
• Manually Manipulate	F	21 – 50 lbs.	O
• Reach Outward	O	21 – 100 lbs.	O
• Reach Above Shoulder	O	Over 100 lbs.	O
• Climb	O		
• Crawl	O	<b>Push/Pull</b>	
• Squat or Kneel	O	12lbs. or less	F
• Bend	O	13 – 25 lbs.	O
• Grasp	O	26 – 40 lbs.	O
• Speak	C	41 – 100 lbs.	O

Equal Employment Opportunity

Burlington Trailways is an equal opportunity employer. In accordance with applicable law, we prohibit discrimination against any applicant or employee based on and legally-recognized basis, including, but to 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 coworkers.

Additional Notes

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.

Agreed to and understood:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date