



(509) 525-9140 • FAX (509) 525-9142 • [www.valleytransit.com](http://www.valleytransit.com)

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1401 West Rose, Walla Walla, WA 99362

Dear Applicant:

We are seeking a Dispatcher to be primarily responsible for scheduling and dispatching Dial-A-Ride, route-deviated and special event services, and the coordination of drivers and vehicles.

This packet contains a job description, application, and a voluntary personal information form to complete. If you decide to apply, you will need to provide a complete work history and explain any gaps in employment.

The salary range for this position is \$22.50 to \$26.29 per hour. Information on Valley Transit's benefits package can be found in the attached job description.

Satisfactory completion of a pre-employment drug/alcohol screen and criminal background check is a condition of employment for this position with Valley Transit.

Thank you for your interest in Valley Transit employment. We look forward to hearing from you.

Sincerely,

*Melanie Hall*

Melanie Hall  
Human Resources Manager

# Valley Transit

Job Description for

## FULL-TIME DISPATCHER

**Department:** Operations  
**Reports To:** Operations Manager  
**FLSA Status:** Nonexempt hourly employee

### Summary

Under the supervision of the Operations Manager, the Dispatcher position is primarily responsible for scheduling and dispatching Dial-A-Ride, route deviated and special event services, and the coordination of drivers and vehicles. This position requires the ability to follow instructions and apply acquired knowledge in the use of software applications that enables service to be scheduled as efficiently as possible. The assignment of specific duties to the Dispatcher will vary depending on the Agency's business needs, shift rotation, and individuals' expertise and skill sets.

Normal assignment areas are listed under Essential Duties and Responsibilities and are performed without further action or request. Special assignments are made in general detail with specific requirements and due dates. Work may be reviewed, in general, for compliance with regulations, adequacy, suitability and timely execution.

### Essential Duties and Responsibilities

- Dependable attendance and on-time performance
- Answer incoming dispatch calls & cancel queues in a timely manner to meet established performance metrics
- Dispatch the system's vehicles, assign operators, and provide communication link to agency bus operators
- Assure all routes are filled as assigned and operators are provided with timely instructions
- Communicate with maintenance personnel on vehicle availability to assign and dispatch
- Monitor operators and trip status, adjust and reassign as necessary to ensure on-time performance, including but not limited to daily route optimization
- Reschedule trips as necessary in the event of vehicle malfunction, traffic, or emergency situations

- Provide the public with schedule and route information, assist customers with trip planning
- Assist in monitoring of operator hours and scheduling to ensure compliance with labor agreement
- Review all forms and documents for accuracy from operators; forwarding to management
- Prepares and maintains legible, concise and understandable activity logs and other related types of information as a reference record of passengers, vehicles, and employee incidents
- Utilize a system of monitoring operations of vehicles as to schedule and passenger use. Continuously evaluates system performance and makes recommendations to the Operations Manager to improve transit operations and activities
- Administer Americans with Disabilities Act (ADA)-related transit requests
- Perform other clerical duties relevant to assigned area of activity
- Work with and maintain confidential information
- Perform all safety and health responsibilities for Supervisors as detailed in the Public Transit Agency Safety Plan (PTASP)

May perform related work as required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

## **Education**

High School graduate or G.E.D

## **Required Skills, Knowledge and Abilities**

Must be able to operate or learn to operate computers to do light word processing, data entry and run Dispatching software

Must be able to operate Dispatch software and schedule trips with a high degree of accuracy. Communication via two-way radio is required.

Must be able to obtain a First Aid and CPR card within 3 months of appointment to position

Ability to communicate clearly and concisely, both orally and in writing, in the English language

Ability to use office equipment (i.e., multi-line phone, computer, copy machine, fax and

scanner)

Ability to read a map, timetables and route guides

Knowledge of community preferred

Must not have been convicted of any violation of law involving physical molesting, abuse, or injury or neglect of a minor

Applicant must be able to demonstrate excellent public relations skills, have the ability to analyze and resolve problems diplomatically and the ability to use independent judgment, make decisions and maintain effective working relationships with co-workers, government agencies and the public

### **Special Requirements**

Upon selection, must pass a pre-employment Department of Transportation drug and alcohol screen. All applicants must be able to provide proof of eligibility to work in the United States upon employment

Upon selection, must complete 12-month probationary period (external) or 3-month probationary period (internal).

### **Working Conditions**

Work is primarily performed in an office environment where noise, distractions, and lack of privacy may be present; generally sedentary in nature. Typical office equipment used for the job include: multi-line phone system, computer, printer, fax machine, photocopier, shared networks, 10-key calculator, and several Windows based software programs.

### **Essential Functions of the Position**

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 sit, hear and talk. The employee frequently is required to reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.

Must be able to perform the duties of this safety-sensitive position without imposing an undue risk of harm to the health and safety of self, other employees, or the public. As such, the employee will be subject to random drug and alcohol testing. All employees must abide by Agency policies, rules and regulations. If a job offer is extended, employment will be conditioned upon successful completion of a pre-employment drug and alcohol test.

## **Wages and Benefits**

Salary Range: \$22.50-\$26.29, plus longevity Steps: 10yr, 15yr, 20yr.

Valley Transit provides “employee-only” fully paid premiums for medical, dental, life and long-term disability through the Public Employees Benefits Board (PEBB). Qualifying dependents may be enrolled at the employee’s expense, these premiums are determined annually subject to the Employer Contribution Cap and Employer Pooling Assistance. A \$24,000 Basic Life insurance policy is provided through the Washington Counties Insurance Fund. Employer and employee contributions are made to the State of Washington Public Employees Retirement System (PERS). Employees have the option to enroll in the State of Washington Department of Retirement System’s deferred Compensation program. Employees also have the option to enroll in additional benefits which include Employee-Paid Long-Term Disability, Employee-Paid Flexible Benefits through American Family Life Assurance Company (AFLAC) and additional Employee-Paid Life Insurance coverage through MetLife.

Valley Transit grants annual paid vacation to regular full-time employees which starts at 8 hours per month and increases with continuous employment. All Employees are eligible to accrue Washington Paid Sick Leave at a rate of 1 hour for every 40 hours worked, in addition, full-time employees will accrue Valley Transit Paid Sick Leave at a rate of .02115 per eligible paid hour. Employees will also receive six (6) paid Holidays and three (3) paid Floating Holidays each calendar year. The number of paid Floating Holidays increases with continuous employment.

Valley Transit provides limited reimbursement for the purchase of job-related clothing and supplies depending on the job classification.

This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.

1401 West Rose Street  
Walla Walla, WA 99362



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## EMPLOYMENT APPLICATION (09-2022)

### INSTRUCTIONS

An incomplete application may disqualify you from further consideration. 'SEE RESUME' will not be accepted

*Valley Transit is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law. Valley Transit follows the requirements of the "Fair Chance Act", under RCW 49.94. Valley Transit will not inquire about prior arrests and convictions until after determining if an applicant is otherwise qualified for the position for which the applicant applies, except as allowed under RCW 49.94.10.*

### APPLICANT INFORMATION

Position Applied For:		Wage or Salary desired? \$	
Having reviewed the recruitment announcement and the position description, are you able to perform the essential functions of the position for which you are applying, with or without accommodation?		YES <input type="checkbox"/>	NO <input type="checkbox"/>
Last Name:	First Name:	M.I.:	
Mailing Address:			
City:	State:	Zip Code:	
Phone:	Email:		
Are you authorized to work in the U.S. on an unrestricted basis? YES <input type="checkbox"/> NO <input type="checkbox"/>	Are you over 18 years of age? YES <input type="checkbox"/> NO <input type="checkbox"/>		
Have you ever worked for Valley Transit? YES <input type="checkbox"/> NO <input type="checkbox"/> If YES, provide position(s), date(s) of employment, and why you left Valley Transit.			
Are you related to/in a relationship with any current Valley Transit employee that could result in a conflict of supervision if you were subsequently hired? YES <input type="checkbox"/> NO <input type="checkbox"/> If YES, provide name and relationship with employee(s).			
Are you willing and able to work the following hours and/or days (as required by the position for which you are applying)? Check all that apply.	Full-Time <input type="checkbox"/>	Weekends <input type="checkbox"/>	
	Part-Time <input type="checkbox"/>	Holidays <input type="checkbox"/>	
	Overtime <input type="checkbox"/>	Split Shifts <input type="checkbox"/>	
	Evenings <input type="checkbox"/>	Irregular Hours <input type="checkbox"/>	

### EMPLOYMENT REFERRAL SOURCE

How did you learn of this employment opportunity?

### MILITARY SERVICE

Branch:	From: (MM/YY)	To: (MM/YY)	Rank at Discharge:
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### TRAINING/PROFESSIONAL CERTIFICATION

Please list any training (including the number of hours) you have attended and any professional certifications that are relevant to the position for which you are applying.

## EDUCATION

<b>High School:</b>		City, State:
Did you graduate? YES <input type="checkbox"/> NO <input type="checkbox"/>	If NO, do you have a GED/equivalent? YES <input type="checkbox"/> NO <input type="checkbox"/>	
<b>College:</b>		City, State:
Did you graduate? YES <input type="checkbox"/> NO <input type="checkbox"/>	If YES, degree/certification earned: If NO, number of credits earned:	
Other Training/Education:		

## EMPLOYMENT HISTORY

Please provide your chronological work and relevant volunteer history for the previous 10 years (do not use "See Resume").

<b>Current or Most Recent Employer:</b>		
Address:		Phone:
Date Started:	Date Left:	Hours Per Week:
Name and Title of Supervisor:		
Description of Duties:		
Reason for Leaving:	May we contact your supervisor? YES <input type="checkbox"/> NO <input type="checkbox"/>	
<b>Previous Employer:</b>		
Address:		Phone:
Date Started:	Date Left:	Hours Per Week:
Name and Title of Supervisor:		
Description of Duties:		
Reason for Leaving:	May we contact your supervisor? YES <input type="checkbox"/> NO <input type="checkbox"/>	
<b>Previous Employer:</b>		
Address:		Phone:
Date Started:	Date Left:	Hours Per Week:
Name and Title of Supervisor:		
Description of Duties:		
Reason for Leaving:	May we contact your supervisor? YES <input type="checkbox"/> NO <input type="checkbox"/>	

<b>Previous Employer:</b>		
Address:		Phone:
Date Started:	Date Left:	Hours Per Week:
Name and Title of Supervisor:		
Description of Duties:		
Reason for Leaving:	May we contact your supervisor? YES <input type="checkbox"/> NO <input type="checkbox"/>	
<b>Previous Employer:</b>		
Address:		Phone:
Date Started:	Date Left:	Hours Per Week:
Name and Title of Supervisor:		
Description of Duties:		
Reason for Leaving:	May we contact your supervisor? YES <input type="checkbox"/> NO <input type="checkbox"/>	
<b>EMPLOYMENT GAPS AND OTHER INFORMATION</b>		
Please explain any gaps of employment and attach additional pages as necessary.		
<b>DISCLAIMER AND SIGNATURE</b>		
<p><i>I certify that the facts set forth in this Employment Application are true and complete to the best of my knowledge. I understand that if I am employed, false statements, omissions or misrepresentations may result in my dismissal. I authorize Valley Transit to make an investigation of any of the facts set forth in this application.</i></p> <p><i>I understand that employment at Valley Transit is "at will," which means that either I or Valley Transit can terminate the employment relationship at any time, with or without prior notice, and for any reason not prohibited by statute. All employment is continued on that basis. I understand that no supervisor, manager or executive of Valley Transit, other than the General Manager has any authority to alter the foregoing. I also understand that this application and all submitted attachments become the property of Valley Transit.</i></p>		
Signature: _____ <span style="display: block; text-align: right; margin-left: 100px;">signed electronically</span>		Date: _____
<b>ADDITIONAL INFORMATION</b>		
Please note that contact is made PRIMARILY THROUGH EMAIL, so be sure to check your email often, including your "junk" email to prevent you from missing a communication from Valley Transit regarding your application. Your patience during the selection process is appreciated. Thank you for your interest and best wishes.		





## Applicant Voluntary EEO Self Identification Form

Valley Transit is an equal employment opportunity employer. Discrimination in employment is prohibited under Washington State Law, Title VII of the Civil Rights Act of 1974, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act (ADA) of 1990. As an equal employment opportunity employer, Valley Transit is committed to providing a work environment free from any form of discrimination.

For the purpose of effectively implementing Valley Transit's Equal Employment Opportunity Program, we would appreciate your assistance in providing the information listed below. This information will enable Valley Transit to evaluate its recruitment process in light of State and Federal equal employment opportunity laws.

**Completion of this form is voluntary.**

THIS FORM WILL BE SEPARATED FROM YOUR APPLICATION PACKET PRIOR TO THE APPLICATION SCREENING PROCESS.

**Position applying for:**

**Date:**

**Name (First, MI, Last):**

**Gender:**    Male        Female        I do not wish to disclose this information

Definitions of race/ethnicity are on the next page (*as defined by the Equal Employment Opportunity Commission*).

**Race/Ethnicity Identification Categories (choose one):**

White/Caucasian

Black/African American

Native Hawaiian/Pacific Islander

Asian

Hispanic/Latino

American Indian/Alaskan Native

Two or more races

I do not wish to disclose this information

### **Definitions of Race/Ethnic Categories:**

**Hispanic or Latino:** a person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin regardless of race

**White or Caucasian:** A person having origins in any of the original peoples of Europe, the Middle East, or North Africa

**Black or African American:** A person having origins in any of the black racial groups of Africa

**Native Hawaiian or Other Pacific Islander:** A person having origins in any of the peoples of Hawaii, Guam, Samoa, or other Pacific Islands

**Asian:** A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian Subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam

**American Indian or Alaska Native (not Hispanic or Latino):** a person having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment

**Two or More Races:** All persons who identify with more than one of the above races