



63 4 Corners Rd, Port Townsend, WA 98368

April 5, 2022

Dear Applicant:

Thank you for your interest in the Dispatch position. Enclosed is an Application Packet, which includes a complete job description and the application materials to be completed and returned. We must receive your application materials **no later than 5:00 on Friday April 29, 2022.**

Resumes, letters of reference, and proof of special training/qualifications may be included but **will not** be acceptable substitutes for required materials listed below. Incomplete applications will be rejected. The following is required to be considered a complete application:

- Completed & signed Jefferson Transit application
- Resume & cover letter
- Completed Supplemental Questions
- A minimum of three professional References
(names, addresses, telephone numbers, email addresses, and context of reference)

Application materials can be found online at JeffersonTransit.com under Employment Opportunities or <http://jeffersontransit.com/>.

Completed applications can be mailed to the address above, or emailed to jryan@jeffersontransit.com.

Sincerely,

Julie Ryan
Human Resources

Customer Service (360) 385-4777

Administrative Offices (360) 385-3020

www.JeffersonTransit.com



63 Four Corners Road, Port Townsend, WA 98368

Available Benefits through Jefferson Transit

Dispatcher

Pay:

Salary Range starts at:
\$29.06/hr starting
\$29.87/hr @ 6 mos.

Work Schedule:

Operational Hours: 5:00am – 8:35pm
(Mondays – Saturdays)

Represented Position through
Amalgamated Transit Union Local 587

Benefits:

- ✚ Washington State Department of Retirement Systems
 - Public Employees Retirement System (PERS)
 - Deferred Compensation Program (DCP) – employee only contributions
- ✚ Medical, Dental and Vision coverage
 - Optional family coverage – employee share 35% of premium
- ✚ Paid leave, up to 200 hours (accrued on hours worked)
- ✚ 10 paid holidays, plus two personal holidays per year
- ✚ HRA VEBA (health savings account for qualifying medical expenses)
- ✚ Pacific Source HRA – JTA pays
 - (pays for qualifying medical expenses up to \$500/year after eligibility)
- ✚ 35K Life Insurance Coverage + \$5,000 Accidental Death & Dismemberment
- ✚ Additional coverages you may purchase from Met Life or Colonial insurance companies
- ✚ Long Term Disability (Basic and Optional)
- ✚ Employee Assistance Program (EAP)
- ✚ Wellness Program – reimbursements up to \$300/year

APPLICATION OF EMPLOYMENT

Jefferson Transit Authority
63 4 Corners Road
Port Townsend, WA 98368
(360) 385-3020 Ext. 119



Jefferson Transit is an Equal Employment Opportunity Employer

It is the policy of Jefferson Transit to provide equal employment opportunities to all qualified persons without regard to race, creed, color, religious belief, sex, age, national origin, physical or mental handicap or veteran status.

The policy is available upon request or on Jefferson Transit's the web site.

Jefferson Transit is committed to providing access and reasonable accommodation in its services, programs, activities, and employment for individuals with disabilities. To request disability accommodation in the hiring process, contact us at least ten days in advance.

Contact: Julie Ryan, EEO Officer for accommodation, information or copy of the policy.

Note: Please type or print your answers. If you print, please do so in blue or black ink and write neatly. An illegible application may preclude you from consideration.

POSITION APPLYING FOR: _____

PERSONAL INFORMATION

First Name _____ Middle Initial _____ Last Name _____

Current Address _____

Street and Apt. # _____ City _____ State _____ Zip Code _____

Permanent Address (if different from above):

Street and Apt. # _____ City _____ State _____ Zip Code _____

Telephone _____ E-mail _____

Driver's License # _____ State _____

Do you have a Commercial Driver's License (CDL)? Yes No

If you answered yes, please list your endorsements: _____

I am an U.S. Citizen or otherwise authorized to work in the United States on an unrestricted basis: Yes No

If applicable, please list your visa type, visa number and expiration: _____

Have you ever served in the U.S. Military? Yes No

If yes, please provide the following information:

Branch of Service: _____ Rank at time of separation: _____

I served from _____ to _____

Special Honors: _____

EMPLOYMENT HISTORY

You must report all previous employment for the past ten years

Present or Most Recent Employer

Employer: _____ Address: _____
Phone: _____ City/State: _____
Your Position: _____ Dates of Employment: _____ to _____
Reason for Leaving: _____ May we contact? Yes No
Supervisory Responsibility? Yes No If yes, the number of employees supervised: _____
Supervisor: _____ Phone: _____
Name Title
Duties: _____

Present or Most Recent Employer

Employer: _____ Address: _____
Phone: _____ City/State: _____
Your Position: _____ Dates of Employment: _____ to _____
Reason for Leaving: _____ May we contact? Yes No
Supervisory Responsibility? Yes No If yes, the number of employees supervised: _____
Supervisor: _____ Phone: _____
Name Title
Duties: _____

Present or Most Recent Employer

Employer: _____ Address: _____
Phone: _____ City/State: _____
Your Position: _____ Dates of Employment: _____ to _____
Reason for Leaving: _____ May we contact? Yes No
Supervisory Responsibility? Yes No If yes, the number of employees supervised: _____
Supervisor: _____ Phone: _____
Name Title
Duties: _____

You must report all previous employment for the past ten years

Attach additional sheets if needed.

EMPLOYMENT HISTORY-continued

Present or Most Recent Employer

Employer: _____ Address: _____
Phone: _____ City/State: _____
Your Position: _____ Dates of Employment: _____ to _____
Reason for Leaving: _____ May we contact? Yes No
Supervisory Responsibility? Yes No If yes, the number of employees supervised: _____
Supervisor: _____ Phone: _____
Name Title
Duties: _____

Present or Most Recent Employer

Employer: _____ Address: _____
Phone: _____ City/State: _____
Your Position: _____ Dates of Employment: _____ to _____
Reason for Leaving: _____ May we contact? Yes No
Supervisory Responsibility? Yes No If yes, the number of employees supervised: _____
Supervisor: _____ Phone: _____
Name Title
Duties: _____

You must report all previous employment for the past ten years

Do you have any gaps in your employment in the last ten years?
 Yes No If so, please explain:

EDUCATION

High School

Name and Location

Did you graduate? Yes No

If you did not graduate, did you receive your GED? Yes No

Special honors or awards: _____

Technical or Vocational School

Name and Location

Did you graduate? Yes No Attended from _____ to _____

Degree or Certification: _____ Specialty: _____

Special honors or awards: _____

College or University

Name and Location

Did you graduate? Yes No Attended from _____ to _____

Degree: _____ Major: _____

Special honors or awards: _____

POSITION INFORMATION

Position Specifications

What hours are you willing to work? _____

Would you be able to work weekends? Yes No

Are you willing to travel for the job? Yes No

When would you would be able to start? _____

Desired salary: _____ per _____

Skills

Please describe any skills you have in the following areas:

Computer:

Languages Spoken (other than English):

Other:

I hereby certify that my answers and assertions set forth in this application and supplemental questions are true and complete to the best of my knowledge. I understand that any misrepresentation or material omission of fact on this or any other document required by Jefferson Transit on this application may constitute grounds for rejection, or if employed by Jefferson Transit, for disciplinary measure, including dismissal.

I hereby authorize Jefferson Transit to investigate any aspect of my prior educational and employment history and criminal record.

Furthermore I understand that if I am hired, employment with Jefferson Transit is "at will," which means that either the company or I can terminate my employment for any reason not prohibited by state or federal law. (Non-represented positions only.)

I also acknowledge that if the position which I am applying includes duties requiring a valid driver's license with a good record. I will be asked to provide a record, at my expense, if my application is advanced in the review and screening process.

I also acknowledge that Jefferson Transit is a Drug Free workplace and that any offer of employment is contingent upon submitting to a pre-employment drug and alcohol test. In addition, if the job I am applying for is safety sensitive, I acknowledge that I may be selected for random drug and alcohol testing in accordance with all applicable FTA regulations.

Signature: _____ **Date** _____

Jefferson Transit complies with the Employee Polygraph Protection Act.

An employee or prospective employee must be given a written notice explaining the employee's or prospective employee's rights and the limitations imposed, such as prohibited areas of questioning and restriction on the use of test results. Among other rights, an employee or prospective employee may refuse to take a test, terminate a test at any time, or decline to take a test if he/she suffers from a medical condition. The results of a test alone cannot be disclosed to anyone other than the employer or employee/prospective employee without their consent or, pursuant to court order, to a court, government agency, arbitrator or mediator.

Do not write below, for office use only:
Date & Time Received: _____

DISPATCHER

SUPPLEMENTAL QUESTIONNAIRE

Name _____

Answer the following questions, using as many pages as you need, and include it/them with your application materials. Be sure your name is on each page.

1. Describe your experience in using public transportation. Yes No If no, please explain:

2. Do you have experience working in a dispatch office/center?

Yes No If yes, please briefly describe:

3. Describe your skills in working with computers and computer software. Please list software applications you have used in business.

4. Have you used a two-way radio system to communicate with others?

Yes No If no, do you have any concerns about using as radio?

5. Describe your work experience dealing with urgent/emergency situations.



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The information requested below will be used for statistical purposes only as required by the Equal Opportunity laws and regulations. The information requested is voluntary and confidential.

Thank you for helping evaluate the effectiveness of our equal opportunity effort.

Name _____

Position Applied For _____

- Ethnicity**
- HISPANIC or LATINO
 - BLACK or AFRICAN AMERICAN
 - ASIAN AMERICAN
 - NATIVE HAWAIIAN or OTHER PACIFIC ISLANDER
 - AMERICAN INDIAN or ALASKA NATIVE
 - WHITE
 - MULTIRACIAL
 - I DO NOT WISH TO SELF-IDENTIFY

Sex: Female Male I do not wish to self-identify

Are you disabled? Yes No

Are you a veteran? Yes No Are you a disabled veteran? Yes No

How did you learn about this position? Please identify source:

- Newspaper (specify) _____
- Internet website (specify) _____
- Referral/Friend/Relative (specify) _____
- Worksource Website or Office (specify) _____
- Radio Advertisement (specify) _____
- Walk-in _____
- Other specify) _____

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JEFFERSON TRANSIT AUTHORITY

Position Description

POSITION TITLE: Dispatcher

SUPERVISOR: Operations Manager

SCOPE OF RESPONSIBILITY

Coordinates as directed by Transportation Supervisor all road operations in regards to service, driver assignments, accidents, vehicle breakdowns, and emergencies. Assures efficient utilization of personnel, facilities, paratransit, and transit vehicles. Coordinates with maintenance department for vehicle assignments. Assists drivers in their duties to provide smooth and effective public transportation service. Performs general telephone answering and occasional receptionist duties. Performs routine data collection and entry for management and paratransit dispatch systems. Establishes and maintains a positive public image and work environment by treating customers and fellow workers courteously and with respect at all times.

Maintains radio contact with transit and paratransit fleet. Responsible for the proper assignment of drivers, vans and coaches on a daily basis. Establishes and coordinates paratransit service routes, schedules and manifests. Provides information to passengers and drivers regarding transit routes and schedules. Monitors on-time performance of coaches. Performs required recordkeeping, data collection and entry for Paratransit dispatch software system and other management systems. Monitors daily operations and related activities as assigned by Transportation Supervisor.

Requires orderly and efficient handling of sporadic but often simultaneous activities of telephone answering, radio communications, driver information, paratransit route planning, and counter activities, such as making change, selling passes, responding to information requests and handling customer complaints.

ESSENTIAL FUNCTIONS

- Through the use of radios and telephone, monitors routes and schedules.
- Coordinates with other transit systems to ensure timely interline connections.
- Uses computer-aided software to establish routes and schedules for door-to-door demand responsive paratransit service.
- Provides accurate information to the public regarding Jefferson Transit services.
- Coordinates daily work assignment of transit and paratransit operators and monitors operators' fitness for duty.
- Coordinates with maintenance department to place or replace coaches into service due to breakdowns, vehicle maintenance service and other unusual conditions.
- Replaces drivers as necessary, using proper internal and contractual procedures.
- Performs office activities such as responding to telephone and in-person inquiries regarding transit schedules and routes, selling passes and resolving patron complaints.
- Prepares daily, weekly and monthly vehicle, personnel and other operating reports as required.
- Performs data entry on computer systems, such as timecards and paratransit trip information.
- Responds to public inquiries in a courteous manner, providing accurate information within scope of knowledge or referring to department head or appropriate others.
- Prepares and maintains legible, concise and understandable activity logs and other related or similar types of information as a reference record of incidents and details.
- Monitors "on-time" performance of employees and of buses on route.
- Performs other duties as required by the Transportation Supervisor.

KNOWLEDGE, SKILLS AND ABILITIES

- High school diploma or GED.
- One (1) year public transit experience in operations or customer assistance or two (2) years experience in a related enterprise involving public contact and/or vehicle coordination.

SPECIAL REQUIREMENTS

- Must pass a pre-employment substance abuse test as a condition of employment. This position is considered safety-sensitive, as defined by the Federal Transit Administration (FTA), thus it is subject to random drug and alcohol testing and is subject to all other types of substance abuse tests as described in the policy.
- If selected for the position, documentation of United States citizenship or an alien lawfully authorized to work in the United States will be required to establish identity and work authorization in accordance with the employer's obligation under the Immigration Reform and Control Act of 1986.
- Requires knowledge of customer assistance and public transit sufficient to perform thoroughly and accurately the full scope of responsibilities as illustrated by examples in the job description described above.
- Knowledge of Jefferson County geography, including street and road locations and area landmarks is preferred.
- Requires the ability to work well in stressful situations; to gather essential information quickly and convey it accurately to management personnel or other parties and to remain professional and courteous with irate, upset or disturbed customers and with staff in problem situations.
- Demonstrated skill in two-way radio communication, basic math, and map reading.

WORK SCHEDULE

Part or full time shift with potential for non-traditional hours. The dispatch office has coverage from 5:00 AM until 8:35 PM, Monday through Friday and 6:00 AM until 8:35 PM on Saturday. Our office is closed Sunday.

SALARY & BENEFITS

Wage and benefits are per labor agreement. This is a Union position.

This is a non-exempt position as defined by the Fair Labor Standards Act (FLSA).

PHYSICAL DEMANDS:

(Occasionally = 1%-33%; Frequently = 34%-66%; Continuously = 67%-100%)

| | |
|------------------------------------|--|
| Sitting: | Continuously, sitting at a desk or table |
| Standing/Walking: | Occasionally, standing at counter and walking to driver area |
| Lifting/Carrying: | Occasionally, up to 25 pounds for boxes of forms |
| Bending/Squatting/Kneeling: | Occasionally, accessing file drawers or storage areas |
| Pushing/Pulling: | Frequently, using file drawers |
| Twisting: | Occasionally, when turning to respond to another person |
| Talking: | Continuously, communicating on phone and radio |
| Hearing: | Continuously, in person, on phone and radio |
| Wrist/Finger Movement: | Continuously, for keyboard, telephone and microphone |
| Driving: | Occasionally, to fill schedule holders or do errands |

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

Jefferson Transit is an equal opportunity employer and does not discriminate on the basis of race, sex, age, color, religion, national origin, marital status, veteran's status, disability status, sexual orientation or any other basis prohibited by federal, state or local law. Please let Jefferson Transit know if you need accommodation in order to participate in the application process.