



April 22, 2024

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. This position is open until filled.

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](mailto:jryan@jeffersontransit.com).

Sincerely,

Julie Ryan  
Human Resources



## Available Benefits through Jefferson Transit

### Dispatcher

#### Pay:

Salary Range starts at:  
\$30.23/hr starting  
\$31.07hr @ 6 mos.

#### Work Schedule:

Operational Hours: 4:30 AM- 8:35 PM  
(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 30% 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.

---

---

---





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 D
  - 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) \_\_\_\_\_



## NOTICE TO JOB APPLICANTS

All applicants for employment with Jefferson Transit Authority must pass a pre-employment drug test prior to employment. As part of your pre-employment physical examination, you are required to submit a urine specimen at a designated collection site. Your urine specimen will be tested at a laboratory to determine the presence of:

- Marijuana
- Cocaine
- Opiates & Opioids
- Amphetamines
- Phencyclidine
- MOMA
- 6-Acetylmorphine

Following a conditional offer of employment, you must pass this test prior to beginning employment. A verified positive test result will disqualify you for employment for a period of not less than one year. Evidence of the absence of drug or alcohol dependency from a substance abuse treatment provider or other qualified medical or mental health practitioner and re-testing will be required prior to further consideration for employment.

Additionally, if you are selected for employment, you will be required to report to the transit Human Resources Manager within five (5) days any conviction for violation of a criminal drug statute.

Records will be retained for five years on candidates not passing this pre-employment test.

Refusal to test, specimen tampering during the pre-employment medical evaluation, falsification of the substance use form or failure to provide an adequate specimen without a valid medical explanation will be considered a positive test and grounds for disqualification from employment.

Certification: I have read and understand this notice and agree to all of the provisions thereof:

\_\_\_\_\_  
Applicant Signature

\_\_\_\_\_  
Date

JTA Drug and Alcohol Notice To Job Applicants



**Position Title:** Dispatcher

**Supervisor:** Mobility Operations Manager

### **Scope of Responsibility**

Ensure safe and efficient transportation by coordinating trips, assisting drivers, and communicating with passengers. Manage multiple tasks concurrently, such as telephone inquiries, radio communications, driver information, and paratransit route planning. Play a vital role in maintaining a positive public image and fostering a respectful work environment.

### **Essential Functions**

- Maintain contact with transit and paratransit operators via 2-way radio and telephone.
- Monitor all road operations, including service management, driver assignments, and emergency response.
- Provide accurate information to passengers and drivers regarding transit routes and schedules.
- Handle general telephone inquiries, comments, and complaints.
- Disseminate information to appropriate person(s) and departments.
- Perform occasional receptionist duties.
- Maintain accurate records and activity logs.
- Perform routine data collection and entry for paratransit dispatch software and other management systems.
- Coordinate paratransit service routes and schedules in response to client reservation requests.
- Utilize computer-aided software to establish paratransit routes and schedules.
- Review, organize, and maintain trip manifests to maximize route efficiency.
- Coordinate daily work assignments for transit and paratransit operators.
- Monitor operators' fitness for duty.
- Ensure efficient utilization of personnel, facilities, paratransit and fixed route vehicles.
- Coordinate vehicle/driver placement and replacement as needed.
- Follow the Collective Bargaining Agreement and Jefferson Transit policy and procedures.
- Maintain a courteous and respectful demeanor at all times.
- Perform other duties as assigned, cover absences, provide relief as needed to equalize peak work periods or otherwise to balance the workload.

### **Qualifications and Skills**

- High school diploma or GED.
- One year of public transit experience in operations or customer assistance, or two years of experience in a related field involving public contact and/or vehicle coordination.
- 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.
- Familiar with Jefferson County geography, including street and road locations and area landmarks.
- Ability to work well in stressful situations; to gather essential information quickly and convey it accurately to management personnel or other parties.



- Ability 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.

### 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.

### Work Schedule

Part- or full-time shift with potential for non-traditional hours. The dispatch office has coverage from 4:30 AM until 8:35 PM, Monday through Friday and 6:00 AM until 8:35 PM on Saturday. Our office is closed Sunday.

### Salary and Benefits

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

***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.***