



Dispatcher

Topeka Metro offers an excellent benefit package including free employee health insurance, paid-time-off (PTO), paid holidays, and KPERS retirement benefits.

General Purpose:

- Assist in the daily operation of transit services by scheduling, assigning, and dispatching bus operators.
- Communicate and work effectively with bus operators, supervisors, scheduling, maintenance and necessary staff to ensure service reliability and resolve operational issues.
- Coordinate radio traffic and provide service oversight.
- Answer incoming phone calls from the public and enter ride requests accurately for paratransit service and MOD.
- Report service data and prepare required reports.

Minimum Qualifications:

- Ability to project a positive courteous, patient, and helpful customer service attitude when dealing with co-workers and customers.
- Ability to multitask and maintain attention to detail, sometimes in stressful or adversarial situations.
- Excellent oral, written, and personable telephone and radio communication skills.
- Ability to analyze critical situations and make prompt and effective decisions.
- Excellent knowledge of Topeka streets and locations.
- Ability to read and understand maps and directions.
- Proficiency in MS Excel, Word, and Outlook with the ability to learn scheduling software and other technology as needed.
- Bilingual in English/Spanish is highly desirable.
- High school graduate or GED required with additional applicable education preferred, and dispatching experience considered a plus

The starting pay for this position is \$24/hour. Applicants must satisfactorily pass a background check and pre-employment drug screen.

Download an application & characteristic survey at www.topekametro.org under the Careers tab & submit by mail, e-mail, fax, or in person. Applications can also be picked up or dropped off at either location:

Topeka Metro Admin. Office 201 N. Kansas Ave. Topeka, KS 66603
Quincy Street Station 820 S.E. Quincy St. Topeka, KS 66612
Email: resumes@topekametro.org
FAX: (785) 233-3063

Applications will be accepted until the position is filled.

Drug Free Workplace and EOE.