



Job Title: Operations Dispatcher

Department: Transportation

Union Affiliation: OPEIU
(Associated dues will apply)

Supervisor: Transportation Director

Status: Non Exempt

FTE: 1.00

Salary Grade: 20

Solid Ground envisions a community beyond poverty and oppression where all people have equitable opportunity to thrive. We are committed to working with compassion, integrity, accountability, respect, collaboration and an anti-oppressions approach to end homelessness, hunger, inequality and other barriers to social justice. We value collaboration and leadership from the communities we serve. As our workforce evolves to reflect the diversity of the communities we serve, our agency and workplace will be enriched and strengthened and as such we will:

- Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency and an understanding of oppression and its impact.
- Participate in intentional learning efforts, including events relating to understanding and dismantling institutional racism and building cultural competency.

Job Summary: Solid Ground Transportation Department includes Solid Ground Transportation (SGT), a program that provides para-transit service under contract to King County Metro's Accessible Services Division. The Operations Dispatcher provides administrative support to the program by coordinating the daily start of shift activities and other administrative tasks for Solid Ground Transportation.

Essential Duties, Responsibilities & Tasks:

- 35% Provide overall administrative support to Solid Ground Transportation, including utilizing Trapeze software to run reports, conduct data entry, Trip Edit, record staff attendance, maintain program files, generate letters as requested.
- 30% Check voice mail for staff that has called in sick or will arrive late. Make appropriate substitutions of staffing to ensure timely coverage of all routes while adhering to union contract regulations and personnel guidelines. Print daily manifest, and notify dispatch of any changes from original schedule. Issue/receive paperwork, keys and radios to/from SGT Operators.
- 30% Assist Drivers with directions, route concerns and fare reconciliation as needed. Serve as initial point of contact and act as communications liaison between Operators, Dispatch and Operations Supervisors. Coordinate vehicle assignments and in-service maintenance issues with Maintenance department. Prepare next day Operator and vehicle assignments. Open or close office in a.m. or p.m. on as needed basis.
- 5% Participate in special projects and committees as assigned. Participate in program, department and agency meetings and relevant trainings as required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. 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 & Experience:

Requires one of the following:

- a) A high school diploma or GED and two years of experience in an administrative office support setting.
- b) Any combination of education, experience and measurable performance which demonstrates the capability to perform the duties of this position.

Minimum Qualifications:

- Effective communication skills, both oral and written.
- Ability to follow oral and written instructions.
- Detail oriented, with strong organizational skills.
- Self-motivated with an ability to prioritize and problem-solve, and handle multiple tasks simultaneously.
- Willingness and ability to work with people from a variety of racial, cultural and economic backgrounds, with various lifestyles, sexual orientations, and of all ages.
- Basic knowledge of computer software (Microsoft Word, Access, Excel, and Outlook) and basic typing and 10-key skills.
- Ability to pass pre-employment substance abuse test and abide with company Substance Abuse Policy, including random drug testing.

Physical Demands/Working Conditions: This position performs general office duties 95% of the time and 5% in the field. General office duties include 75% computer work, and 20% phones and miscellaneous office duties. Time in the field is 5% for off-site meetings. Position requires employee to lift/carry 20 pounds rarely. Position has the ability to sit/stand as needed, but does frequent computer work sitting. Some stairs required. Weekend, early morning and/or swing shifts required.

Hours & Compensation: This is a fulltime **union** position paying \$15.70 per hour plus benefits. Benefits include medical, dental, short-term and long-term disability insurance, basic life insurance, 401(k) savings plan including agency contribution and match, holiday pay, generous paid personal leave package and tax-sheltered health care and dependent care accounts.

To Apply: Applicants may submit their completed application to jobs@solid-ground.org or to Solid Ground, Attn: Human Resources Department, 1501 N 45th St, Seattle, WA 98103-6708.

Please attach a cover letter and resume.

External Closing Date: Open Until Filled

Solid Ground is an equal opportunity employer committed to workplace diversity. We not discriminate on the basis of gender, age, race and color, religion, marital status, national origin, disability or veteran status.