



# FLATHEAD COUNTY, MONTANA

## Position Vacancy Announcement

POSITION: OFFICE COORDINATOR/TRANSIT SUPERVISOR

DEPARTMENT: TRANSPORTATION

If you have any questions about this position vacancy please call: 406-758-4220

NUMBER OF POSITIONS OPEN: 1

FULL TIME     REGULAR  
(YEAR ROUND POSITION)

PART TIME     SEASONAL

TEMPORARY

STARTING WAGE:        \$19.51        per hour

SALARY AT:

1 Year Step            \$20.29        per hour

2 Year Step            \$21.10        per hour

3 Year Step            \$21.52        per hour

VISIT [https://flathead.mt.gov/human\\_resources/downloads.php](https://flathead.mt.gov/human_resources/downloads.php) FOR BENEFIT INFORMATION.  
SEE ATTACHED JOB DESCRIPTION.

APPLY FOR THIS POSITION AT FLATHEAD COUNTY'S WEBSITE:  
[https://flathead.mt.gov/human\\_resources/apply/](https://flathead.mt.gov/human_resources/apply/)

ALL COMPLETED APPLICATIONS MUST BE SUBMITTED ELECTRONICALLY THROUGH FLATHEAD COUNTY'S WEBSITE BY 5:00 PM ON THE CLOSING DATE. Paper, faxed or email applications will not be accepted.

Flathead County's pre-employment process includes reference checks and criminal history checks. A record of criminal conviction will not necessarily bar you from employment. Depending on the position, the pre-employment process may also include skill testing and drug/alcohol testing.

FLATHEAD COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

*Flathead County is an equal opportunity employer. Flathead County shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.*

*This job description is intended to reflect core areas of responsibility and an incumbent employees' knowledge and skill set needed to complete those functions. This document is not intended to catalog each individual duty; employees are routinely called upon to address emerging employer requirements in alignment with individual work units and assignments of jobs. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer change.*

<b>Job Title:</b>	Office Coordinator/Transit Supervisor	<b>Job Code:</b>	04370
<b>Department:</b>	Public Transit/Mountain Climber	<b>Pay Grade:</b>	Stnd 22
<b>Reports to:</b>	Transit Director	<b>FLSA Status:</b>	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt

**Department Overview:** Mountain Climber provides a shared OnDemand public transportation service within Flathead County, including commuter buses. Public transportation service is provided to the general public, seniors and people who have disabilities.

**Job Summary:** This position is responsible for supervising dispatch and driver employees, and performing administrative functions at Mountain Climber.

**Essential Functions (Major Duties or Responsibilities):** *These duties are the essential functions and are not all-inclusive of all duties that the incumbent performs.*

- Assists the Transit Director with interviewing, hiring and training of new and existing employees.
- Directs, supervises, supports and evaluates dispatchers to ensure effective performance of a wide variety of duties including understanding and demonstrating proficiency in the use of transit scheduling and reporting software; courteous and accurate responses to requests for service and information; communicating with drivers; monitoring OnDemand and commuter routes for on-time service and operational issues; fast and effective problem-solving; preparing, communicating and distributing informational materials to passengers and the general public; updating the department's website.
- Assists the Transit Director to set work schedules for dispatchers and drivers, and manage time off requests.
- Performs daily dispatching duties as needed.
- Develop and maintain a training protocol and content for dispatch and driver staff; secure outside training resources as needed; ensure that staff participate in required training and demonstrate proficiency with the acquired knowledge; stay abreast of best practices in the field.
- Develop and update written policies and procedures related to the dispatch and driver functions; effectively communicate policies and procedures to staff and customers as appropriate.
- Assist dispatch and driver staff to understand and interpret rider policies as well as pertinent federal, state and local rules and regulations; monitor changes in government rules and regulations; make recommendations to the Transit Director regarding updates to the rider policies.
- Prepares statistical documentation necessary to complete required grant and contract reporting.
- Use the transit software program to run a wide variety of reports such as number and type of rides/riders, fares by ride/rider type, drive time, rides per hour, miles driven, etc. Review reports for accuracy, correct any inaccuracies found and submit to the Transit Director; review the reports

created and submitted by other dispatchers and correct/edit as necessary before submitting to the Transit Director; alert Transit Director of discrepancies or unexpected patterns in the data or any other concerns noted upon review of the reports; make recommendations and propose solutions to operational issues.

- Along with the Transit Director, serve as a primary point of contact for the transportation software provider; participate in advanced training opportunities; serve as a trainer for dispatchers and drivers in appropriate use of the software.
- Verify, audit, and approve timesheets and submit to the Finance Department for payroll processing.
- Accurately enter accounts payable claims and submit to the Finance Department for payment.
- Prepare accounts receivable funds for deposit and submit to the County Treasurer's Office.
- Assist Transit Director in budget preparations as needed.
- Perform administrative tasks to support the Transportation Advisory Committee, including communicating with members regarding meeting times and agendas, preparing and distributing minutes once approved by the Transit Director, keeping a record of member appointments and terms, etc.
- Investigate and resolve concerns and complaints from passengers or the public; respond to inquiries in a courteous and professional manner; refer issues to the Transit Director as appropriate.
- Provide a variety of public transportation information to passengers, the general public and other public agencies; assist the Transit Director to promote Mountain Climber services and educate the public about transit needs in Flathead County by engaging in public relations efforts, including presentations, distribution of materials, meetings with stakeholders, etc.
- Perform other duties as assigned.

#### **Physical Demands and Working Conditions:**

- The employee is constantly required to use hands to handle or feel objects and to keyboard.
- Frequently required to sit, talk, write, listen and read.
- The employee may infrequently be required to stand, walk, climb, balance, stoop, kneel, crouch or crawl and reach with hands and arms.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision and depth perception.
- The employee is infrequently required to lift and/or move up to 25 pounds.
- Work is performed in an office environment. The noise level of the building is usually moderate; however employee is occasionally subjected to loud equipment noise.
- This is considered a safety sensitive position subject to drug and alcohol testing.

**Supervision Exercised:** This position directly supervises dispatch and driver employees.

#### **Knowledge, Skills, and Abilities:**

Knowledge of:

- Personnel management and supervision
- Billing/claims, general record-keeping and grant/contract reporting

- **Methods and techniques of delivering public transportation and paratransit services to older adults and people with disabilities certified under the ADA; pertinent federal, state and local laws, codes and regulations**
- **Methods and techniques of dispatching commercial passenger vehicles, including creating and updating manifests, communicating with passengers and drivers, and quickly troubleshooting and resolving issues as they arise**
- **Performance indicators related to effective dispatching, including use of resources and customer satisfaction measures**
- **Streets, landmarks, and geography of Flathead County**

**Skills and abilities to:**

- **Multi-task in a fast-paced environment**
- **Manage two distinct functions**
- **Perform the essential duties of both dispatcher and office assistant**
- **Analyze problems and identify potential solutions; make recommendations for improvements to the Transportation Manager**
- **Provide guidance and training to dispatchers and admin staff; secure external resources as necessary**
- **Develop clear and detailed written policies and procedures related to the dispatch and administrative functions**
- **Operate computers/tablets and software, including the transit scheduling program and Microsoft Office; operate other office equipment such as phones, fax, copier, scanner, etc.; adapt to changing technologies and learn functionality of new equipment and systems**
- **Create and analyze a wide variety of reports to help gauge performance, identify trends and patterns and uncover operational issues**
- **Interact with the public in a courteous and professional manner**
- **Understand and follow oral and written instructions**
- **Communicate clearly and concisely, both orally and in writing**
- **Establish and maintain effective working relationships with supervisor and other management staff, fellow dispatchers, drivers, and others contacted in the course of work**

**Education and Experience:**

Education equivalent to a high school diploma or a GED supplemented by specialized training in communications or a related field, plus two years of increasingly responsible communications, dispatch, customer service or clerical experience, and one year of supervisory experience or the ability to successfully complete an approved supervisory training course; or any combination of education and experience that provides the required knowledge and abilities.

**ACTION:**  
 Adopted  
 Revised  
 Revised  
 Revised

**DATE:**  
 1/9/2014  
 7/1/2014  
 12/4/2017  
 6/14/2022

**REFERENCE:**  
 Commissioners' Minutes  
 HR Salary Recommendation Transmittal Signed 5/28/2015  
 Commissioners' Minutes  
 Commissioners' Minutes

**I have received, reviewed and understand the position description above. I further understand that I am responsible for the satisfactory execution of the essential functions described therein under conditions as described.**

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**Employee Signature**

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**Date**

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**Printed Name**