



# Eastern Band of Cherokee Indians

## DISPATCHER / SUBSTITUTE DRIVER

### Position Description

<b>Program:</b>	Transit	<b>Reports to:</b>	Assistant Supervisor - Transit
<b>Division:</b>	Operations	<b>Position Number:</b>	955042003; 955042005; 955042007; 955042011
<b>Classification:</b>	Non - Exempt	<b>Revision Date:</b>	10/01/2022
<b>Pay Level:</b>	9	<b>Safety Sensitive:</b>	Yes

### PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees of the Eastern Band of Cherokee Indians (EBCI) are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the Tribal Government.
- Interact in an honest, trustworthy, and respectful manner with employees, Tribal members, visitors, and vendors.
- Participate in departmental staff meetings, quality management activities and educational programs.
- Embody respect and understanding of EB CI traditions and values.
- Display willingness, initiative, and teamwork, to perform other duties as requested.

### POSITION PURPOSE

To be the main point of contact for passengers and drivers using radio communication and telephone. To act promptly and correctly in case of an emergency during the shift. Ensures that each situation is handled appropriately or referred to appropriate supervisor. To efficiently relay communications to facilitate the safe transportation of Transit passengers. Maintains proper data in scheduling software for riders, trips, and mileage records. May operate on occasion, a variety of vehicles to transport passengers to and from specified destinations. Performs inspections, fuels, and cleans assigned vehicles.

### ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

- When necessary, assists customers with change when paying for fares. May be required to sell or issue passes and/or fare cards .
- Reports maintenance needs found in inspection or during use to supervisor and/or maintenance technician for repair.
- Radios instructions regarding passengers (time of pick-up, destinations, locations, etc.) using proper FCC procedures in a timely manner. Communicates all necessary information to passengers and drivers for the details of the trip. Dispatches vehicles to answer requests for transportation and provides information concerning the location of residences, businesses, roads, and streets within the Qualla Boundary. Refers requests for transportation for the Snowbird Community to the Snowbird public driver or other agencies.
- Schedules all trips so as to make best use of driver's schedules, and Transit vehicles as well as best use of passenger's time and comfort.
- Answers all telephone calls in a timely manner courteously and professionally, directing all calls to the appropriate office or staff member. Takes messages, books trips, and keeps records of calls regarding trips.
- Primary contact for drivers who have a problem, situation, or incident that needs to be addressed. Making sure drivers are in appropriate vehicles according to route assigned . Keeps track of driver's location in accordance with the route assigned.
- Occasionally verifies cash count.
- Annual Driver's Safety, Defensive Driving, Passenger Assistance, CPR, and First Aid trainings and certifications.
- Assists Transit passengers waiting in the Transit building for next pick-up as needed.
- Responds to emergencies quickly and appropriately. Drives other vehicles in case of an emergency and assists in

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transporting passengers as needed.

- Follows all procedures to ensure passengers, drivers, and equipment to include assisting in maintaining safety and security of program assets.
- Records any maintenance or repair needs for vehicles, building, or equipment, and informs appropriate supervisor.
- May be assigned to operate a variety of vehicles to transport passengers to and from specified destinations.
- Performs inspections, fuels, and cleans assigned vehicles.
- Obtains route and vehicle assignment from supervisor or dispatcher and checks equipment to ensure safe operation and proper maintenance.

### Scope of Supervision:

This position is supervised by program leadership. This position is not responsible for supervising others.

### MINIMUM MANDATORY QUALIFICATIONS

**Experience:** Experience of 5 years of driving motor vehicles, with a good driving record for the preceding 3 years.

**Education:** High School Diploma or GED Equivalent required. Equivalent combination of education and experience may be in lieu of degree, with required related experience of an additional 1 year.

**Licenses & Certifications:** Valid, insurable NC Driver's License required.

### KNOWLEDGE, SKILLS, & ABILITIES

#### Key Job Knowledge:

- Requires the ability to understand and follow oral and written operating instructions.
- Must have the ability to recognize, create, and follow logical sequences for pickup and drop-off of passengers in an efficient manner.
- Position requires driving skill and knowledge of health and safety regulations.
- Must have knowledge of all Transit routes and geography of Cherokee.
- Must have knowledge or gain knowledge of Western North Carolina's streets, medical facilities, and interstates.
- Must be able to use a telephone, copier, fax machine, or other office equipment as needed.
- Must be able to perform inspection of vehicles and to recognize abnormal operating functions in the assigned vehicle.
- Position will require 3 months to become proficient in most phases of the job.

#### Safety/Accuracy Focus:

This position has been designated as safety-sensitive based upon position tasks, and required knowledge, skills, and abilities. Drivers are responsible for the safety of the passengers of Transit. Failure to follow proper safety procedures and motor vehicle laws could result in serious injuries to self and to passengers. Proper safety procedures, equipment, and practices are required at all times.

Carelessness on the part of an individual driver may result in the serious injury or death of others. A high level of alertness must be maintained at all times. Must pay careful attention to all information when booking a trip as making a mistake may cost the passenger their appointment if information is recorded wrong. Must keep safety practices first and foremost in mind each minute of the shift.

Performs work assignments in cooperation with other departments within the Tribe where failure to complete tasks efficiently could affect the work of others. Must have knowledge of safety procedures and use of basic safety equipment. Performs inspection and cleans inside and out of assigned proper sanitation equipment. Works with equipment, which could be damaged if improperly used and not maintained, resulting in costly repairs.

#### Key Relationships:

Must be able to communicate professionally, almost continuously, with service providing agencies such as social services,

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medical staffs, emergency management staff, the general public, and all Transit staff. Internal contacts occur on a routine basis with all Transit drivers and administrative staff. External contacts occur frequently with passengers, businesses, agencies calling on behalf of passengers, and the Department of Social Services staff. All contact is for the purpose of exchanging or providing information and require a high degree of tact, diplomacy, and professional decorum.

**Resourcefulness & Initiative:**

Follows well defined Tribal procedures and guidelines. Initiative is required to maintain accuracy, establish work priorities, and meet scheduled timeframes. Encounters varied and unusual circumstances that might require quick response and problem-solving skills. Requires a high degree of initiative as incumbent works alone most of their shifts. Requires exercising good judgment and resourcefulness without direct supervision. Encounters varied and unusual circumstances, which will require quick responses and problem-solving skills. Subject to frequent interruptions, both by phone and in person, requiring varied responses to each request. Must be able to operate two phone lines and the radio simultaneously. Must be creative, resourceful, and assertive in obtaining necessary information from passengers. Must have the ability to be flexible and give directions to drivers to maximize efficiency for running the routes. Follows defined procedures and guidelines in job duties with minimal supervision. Must communicate and respond appropriately to various situations. Follows defined policies and procedures. Judgment and resourcefulness are required to operate vehicles without direct supervision and in the most efficient manner.

**Discretion – Confidential Data:**

Access to confidential and proprietary data and information which is not known by the public may occur during employment. Exercise excellent professional discretion regarding confidential and proprietary data and information, never disclosing or misusing such information. Will be knowledgeable about passenger's personal lives. A high degree of confidentiality is required.

**Complexity of Duties:**

This position includes completing tasks of varying complexity levels.

**PREFERRED QUALIFICATIONS**

Experience dispatching or radio use, and driving passenger vans is preferred.

**WORK ENVIRONMENT**

**Work Environment:** This position can involve exposure to various hazards in the work environment. Works in a normal office environment while performing most job duties. Occasional outside work is necessary and at that time is exposed to all types of weather, temperatures, traffic hazards, and could be exposed to bloodborne pathogen, airborne pathogens, and OPIM (other potentially infectious material) in the performance of duties. May encounter animals, wild, and domestic. Proper safety procedures and practices are required at all times and would result in a minimum of accidents on the job.

**Mental/Visual/Physical Effort:** Must be able to lift 50 pounds and carry 25 pounds on a repetitive basis. The employee may occasionally move more than 40 pounds. Close concentration and attention to detail is required while performing most duties of the job, especially when taking information about transportation. Subject to frequent interruptions, both by phone and in person, requires varied responses with each contact. While in the office, the duties of this job routinely require standing, walking, sitting, climbing, kneeling, crouching, reaching, speaking, seeing, and hearing. Driving job duties require the incumbent to perform various duties that require being able to walk, sit, speak, hear, reach, lift, bend at the waist and turn neck and shoulders to check rear of vehicle. Must be able to safely secure wheelchairs by fastening ties on the floor to the chair which requires bending in tight spaces and low to the floor. Must be able to easily climb up and down into vehicles higher up than most vehicles. Must be able to assist passengers in wheelchairs by rolling them forward and back, tilting back, and lifting the wheelchair if needed. Must be able to physically assist passengers in the event of an emergency with evacuation of the vehicle. Must have visual acuity, manual dexterity, and good eye/hand/foot coordination. May be required to undergo and pass a yearly physical exam.

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### OTHER

**Confidentiality:** All employees must uphold all principles of confidentiality to the fullest extent. Sensitive information must be kept secure; a breach of these principles may be grounds for disciplinary action, up to and including immediate termination.

**Background Investigation:** All employees are required to complete a background investigation. Results of the background investigation will be evaluated against the requirements of the position, and as applicable to federal and state requirements. Candidates must be able to successfully pass all required background checks for data sensitive positions and for those positions subject to a 101-630 background check to ensure compliance with Public Law 101-630 "Indian Child Protection and Family Violence Prevention Act."

**Drug Screening:** All applicants must successfully pass a preemployment drug screening prior to beginning employment. Random drug testing will be carried out based upon position requirements.

***Disclaimer:** The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.*

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### ACKNOWLEDGMENT

I have reviewed the content of the **Dispatcher / Substitute Driver** position description and have been provided a copy of such position description. I certify that I am able to perform the essential functions of this position as outlined in this description.

\_\_\_\_\_  
*Employee (printed name)*

\_\_\_\_\_  
*Employee (signature)*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Supervisor (printed name)*

\_\_\_\_\_  
*Supervisor (signature)*

\_\_\_\_\_  
*Date*