

DATS Team Lead Dispatchers

DEFINITION

This classification is responsible for the daily operations of the Dispatcher functions. This includes oversight of all aspects related to: monitoring the performance of runs, scheduling same day bookings onto runs, contacting operators on the road regarding changes to runs, roadway issues, resolving issues, assisting in emergency situations, and dispatching resources as needed. The DATS, Team Lead Dispatchers, provides leadership, coaching and guidance to staff regarding daily operations.

Function as the subject matter expert regarding the Trapeze system modules related to the Dispatch function, working with the technical experts, to ensure they are functioning at an optimum level.

TYPICAL DUTIES *

Ensure the Dispatchers have the tools and resources to do their work effectively.

Develop and implement policies and processes for the Dispatch function, in consultation with Managers, Team Leads and staff.

Manage and resolve escalated issues.

Facilitate regular meetings and ensure consistent communication to the Dispatchers regarding all issues or changes that affect their work.

Perform the duties of a Dispatcher as required.

Lead continuous process improvement initiatives by identifying gaps, and planning and implementing best practice research.

Perform quality control activities to ensure a high level of performance and to ensure policies and procedures are being consistently applied.

Plan and manage the collection of statistical data for the Dispatch function.

Develop and implement a comprehensive training program for staff.

Perform on-going coaching and support and conduct regular performance reviews for staff, in consultation with the Manager.

Facilitate issue and conflict resolution processes within the team and escalate to the Manager when necessary.

Develop and implement staff schedules to ensure appropriate coverage.

Approve staff over-time, vacation, and other absences, under the direction of the Manager.

Provide support and assistance to the Manager, with recruitment processes for positions in the area.

Collaborate with other Managers, Team Leads and other staff in the development and implementation of planning, policies and procedures.

Participate on cross-functional teams.

Represent DATS and/or Dispatch by participating on internal and external committees.

Support and participate in DATS events.

Provide support and back-up to the Manager and Teams within the Operational Services area.



KNOWLEDGE, ABILITIES AND SKILLS

- Knowledge of systems and databases, within a transit or transportation environment
- Ability to solve problems and make quick independent decisions for immediate issues
- Demonstrated ability to manage a high volume of deadline based work
- Ability to work well under pressure
- Strong communication and interpersonal skills
- Client focused approach
- Ability to work independently
- Demonstrated ability to lead and supervise a team within a unionized environment
- Proficiency with computer software (Windows, Office, Google), databases and systems

TRAINING AND EXPERIENCE REQUIREMENTS

Job Level

Completion of Grade 12. Coursework in supervisory or leadership training. A minimum of five (5) years' relevant dispatch experience in a transit, transportation and/or dispatching industry, using a variety of computer application tools for the purpose of coordinating dispatching activities; two (2) years of which must demonstrate relevant supervisory experience.

* *This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

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Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code	7044		7045	
Grade	036		017	
Originated:	2016=01			
Last Updated:				
Previous Updates:				