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**DEPARTMENT OF
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DIPATTAMENTON ATMENESTRASION

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LOURDES A. LEON GUERRERO
Governor (Maga'håga)

JOSHUA F. TENORIO
Lt. Governor (Sigundo Maga'låhi)

January 5, 2021

HRD NO.: 21-0001

MEMORANDUM

To: Executive Manager, Guam Regional Transit Authority

From: Director, Department of Administration

Subject: Creation of Position
RE: Transit Dispatcher/Scheduler

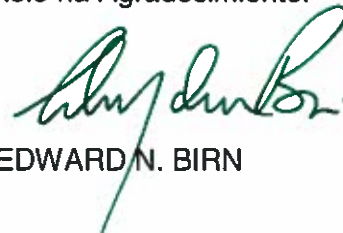
Buenas yan Håfa Adai! Transmitted herein is a copy of the job specification for the newly created position of "Transit Dispatcher/Scheduler", which was approved by the Governor of Guam on December 11, 2020, and filed for record with the 35th Guam Legislature as 35GL-20-2543 on December 29, 2020.

In accordance with 4 GCA §4101.1(e), our department has assigned the following classification code and has placed it in the Government of Guam's Classification and Compensation List as follows:

Category X: Custodial, Labor, Maintenance & Related
Subcategory E: Equipment Operations and Related
Transit Dispatcher/Scheduler: Class Code No.: 9.600

Accordingly, pursuant to 4 GCA §6303(c)(3), your department may announce and recruit for the position after thirty (30) days have elapsed from the date of filing with the Legislative Secretary, i.e., January 29, 2021. We appreciate the opportunity in assisting you and your department in your efforts to provide timely and reliable services to GRTA's customers.

If you have any questions or require further information, please do not hesitate to contact the Classification Branch at 475-1131/1219/1265. Dångkolo na Agradesimiento!



EDWARD M. BIRN

Attachments

for
1/5/2021

NATURE OF WORK IN THIS CLASS:

This is moderately complex work in public transportation and paratransit scheduling, routing and dispatching duties for the safe and efficient transportation of paratransit riders by reserving customer rides and maintaining on time performance through the use of a variety of communication equipment, including two-way radio, telephone, computer mobile dispatch terminal and scheduling systems.

Employees in this class maintain communications with all transportation and administrative personnel to ensure proper service delivery to all aspects of Guam Regional Transit Authority's para-transit operations.

ILLUSTRATIVE EXAMPLES OF WORK: *(These examples do not list all the duties which may be assigned; any one position may not include all the duties listed.)*

Develop and improve schedules for customers and drivers to ensure the most efficient routing and use of the service, allowing for increased service and productivity.

Coordinates and disseminates daily manifests to all bus operators/drivers.

Monitor and maintain ongoing two-way radio and telephone communications with all drivers and administrative personnel.

Communicate with drivers to ensure on-time performance.

Communicate and assist customers with service requests, reservations, cancellations, complaints and various trip-related issues.

Establish efficient routing and scheduling for customers using telephone and computer software.

Report and assist with all non-routine incidents, accidents and passenger-related issues.

Provide a variety of public transportation information to passengers, the general public and other public agencies; provide quality customer service and respond to public inquiries and requests for service in a courteous manner.

Maintain accurate and complete written log of received and transmitted radio communications and activities during daily work shift.

Collect and secure daily fares at the end of each bus driver's shift.

Perform other duties as assigned.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of methods and techniques of delivering public transportation and paratransit services.

Knowledge of Guam's geographical locations: major routes, village names, street names, businesses, and familiar landmarks.

Ability to learn and operate multi-line telephones, two-way radio dispatching procedures and various computers software applications as they apply to the transit operations.

Ability to work in a fast paced environment.

Ability to multi-task.

Ability to communicate clearly and efficiently, both orally and in writing.

Ability to make sound decisions and exercise good judgment in stressful conditions.

Ability to work under stressful conditions while answering a high volume of incoming telephone and/or radio calls.

TRANSIT DISPATCHER/SCHEDULER

9.600

Ability to analyze and problem-solve for customers and drivers to maintain safe and efficient operations and on-time performance.

Ability to learn and apply rules, regulations, practices and procedure of paratransit service operations.

Ability to work effectively with employees and the public.

Willingness to work rotating shifts, off hours and holidays.

MINIMUM EXPERIENCE AND TRAINING:

- (a) One (1) year experience in the transportation field and graduation from high school; or
- (b) Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

ESTABLISHED: November, 2020

PAY GRADE: I

HAY EVALUATION:	KNOW-HOW:	D I 2	132
	PROBLEM SOLVING:	C 2 22%	29
	ACCOUNTABILITY:	C I C	43
	TOTAL POINTS		204



EDWARD M. BIRN, Director
Department of Administration



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