

**PUEBLO OF LAGUNA
JOB ANNOUNCEMENT NO. 2023-75**

OPEN TO IN-HOUSE & EXTERNAL APPLICANTS

POSITION: Transit Dispatcher
OPENING DATE: November 20, 2023
CLOSING DATE: Open Until Filled
DEPARTMENT: Community Health & Wellness / Transit Program
SALARY RANGE: NE-5; \$21,591 - \$32,386

Position Summary:

Under direct supervision of the Transit Program Manager, the Transit Dispatcher schedules and dispatches incoming calls to ensure safe, reliable, and efficient transport of individuals to and from destinations within service area. Supports Program Manager in carrying out established goals and strategic program plans. Consistently applies the Pueblo's Core Values in support of Workforce Excellence. Maintains confidentiality of privileged information.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

Essential Duties & Responsibilities:

- Responds to customer inquiries and requests for transit services, ensuring professional and courteous demeanor.
- Dispatches calls to Transit Drivers for requested services; assures adequate information is relayed to Driver for efficient and timely response.
- Dispatches ADA equipped van for demand responsive riders.
- Prepares daily manifests for subscription, fixed routes, demand responsive, and route deviation services; provides manifests to Transit Drivers.
- Provides clients with alternatives, suggestions, and other navigation information to link to other transit systems to meet needs.
- Maintains log or schedule of activities; collects data on client demographics as directed; issues customer input and complaint forms when required.
- Schedules/coordinates Drivers' breaks and lunches to ensure uninterrupted services.
- Provides transportation on extremely time sensitive fixed routes and via route deviation services.
- Enters daily client data into computer system and provides accurate statistics of rides, clients, and other information.
- Supports Transit Manager in the completion of service data reports, fare management, and other requested assistance.
- Performs Transit Driver duties, as needed, following established procedures.
- When performing Transit Driver duties, conducts pre-trip, post-trip inspections and safety checks; documents mileage and gas/oil consumption; and maintains vehicle cleanliness.
- Ensures the confidentiality of client information in accordance with HIPPA regulations and other relevant patient privacy protection laws.
- Complies with federally mandated drug and alcohol policy and screening requirements, including pre-employment, random, reasonable suspicion, and post-accident testing.
- Assists, as directed, the Pueblo's Emergency Management Program in its response to public emergency incidents.
- Obtains required certifications within specified time limits; maintains required medical certifications and required licensures; enhances professional and technical knowledge by attending relevant training and workshops.
- Contributes to a team effort to accomplish tasks and achieve results.
- Performs other duties as required.

Minimum Qualifications:

Valid New Mexico Commercial Driver's License with Class B endorsement required, must maintain licensure throughout employment. Satisfactory completion of the required federally mandated drug and alcohol screening required. Six (6) months of customer service experience and driving experience with CDL-required vehicles required. Six (6) months driving experience transporting clients with mobility needs preferred. FEMA/ICS 100 and 200 certifications preferred; must obtain within six (6) months of hire. Fluency in the Laguna language preferred.

Background Investigation Requirements:

The Pueblo of Laguna has a Suitability Policy for background investigation processes. Every position in the government operation is reviewed and designated at one of three risk levels. The determination is commensurate with public trust responsibilities and attributes of the position which includes job duties. The Transit Dispatcher is designated as a Moderate Risk Public Trust (MRPT) position.

Type of Background Check	Required
Pre-Interview Drug Screening and Background Check	X
Pre-Employment Drug Screening	X
Background Investigation (Criminal Check, Sex Offender Check, Social Security Trace, Driving Record, Civil Court Check – if applicable, Tribal Criminal Check – if applicable)	X
Employment Verification, Education / License Verification, Personal Reference Verification	X
Fingerprint Verification	X
Must Be Able to Drive a Pueblo Issued Vehicle	X
Other	

• **Knowledge, Skills, Abilities, and Certifications:**

- Knowledge of occupational hazards and applicable safety practices.
- Knowledge of ADA Driver responsibilities
- Knowledge of rules of the road and road signage.
- Knowledge of New Mexico driver and passenger service regulations.
- Knowledge of safe and efficient driving practices; skill in application of practices.
- Knowledge of proper spelling, grammar, punctuation, and math skills sufficient to carry out essential duties.
- Knowledge of basic FEMA policies, regulations, and processes regarding emergency incident response and management.
- Ability to maintain confidentiality, to demonstrate high moral character and self-responsibility.
- Ability to communicate effectively, both verbally and in writing.
- Ability to interact and maintain good working relationships with individuals of varying social and cultural backgrounds.
- Ability to work independently, exercise independent judgment, and meet strict timelines.
- Ability to work extended hours and various work schedules.
- Ability to use a variety of hand tools in performing minor maintenance on vehicles.
- Ability to understand and follow oral and written instruction.
- Ability to prepare and maintain written records and reports.
- Skill in the efficient and accurate entry of repetitive information.
- Skill and ability to remain calm and tactful in controversial situation; to provide courteous and professional customer service.
- Skill and ability to handle multiple tasks at any given time.
- Skill in computer use, including Word, Excel, Outlook, and software unique to program.

Application Instructions:

- Go to www.lagunapueblo-nsn.gov and click on Employment Opportunities for application instructions and application form. ***Read instructions prior to completing application form; incomplete applications will not be considered.*** Resumes are encouraged but not in lieu of a complete application form.
- All hand delivered documents must be received by the Human Resources Office no later than 4:30 pm (MDT) on the closing date. All electronically mailed documents must be received by the Human Resources Office no later than 11:59pm (MDT) on the closing date.
- Application packets may be submitted by one of the following methods:
 1. E-mail to polemployment@pol-nsn.gov;
 2. Mail to Pueblo of Laguna Human Resources; P.O. Box 194; Laguna, NM 87026

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3. Deliver to the Human Resources Office, 22 Capital Road; Laguna, NM
 4. Fax to (505) 552-9675
- For more information, contact Shondiin Lewis, at (505) 552-5785 or by e-mail at the above address.

LAGUNA TRIBAL MEMBER PREFERENCE APPLIES