



## JOB DESCRIPTION

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**ORGANIZATION:** City of Lebanon  
**DEPARTMENT:** Senior Services & Transportation

**LOCATION:** Lebanon, OR  
**DATE:** May 2019

**JOB TITLE:** LINX Dispatcher and Receptionist

**JOB STATUS:** Non-exempt  
**FLSA Exempt:** No

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**PURPOSE OF POSITION:** Dispatcher for the LINX (Lebanon Inter-Neighborhood eXpress) program; schedule and coordinate rides, assist with LINX paperwork, record keeping and statistics and perform receptionist and clerical duties.

**ESSENTIAL JOB FUNCTIONS/DUTIES & RESPONSIBILITIES:** *The duties listed are intended only as illustrative examples of the various types of work that may be performed by individuals in this classification. Any of the following duties may be performed. These examples are not necessarily performed by all incumbents and do not include all specific essential functions and responsibilities the incumbent may be expected to perform.*

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1. Maintains regular job attendance and adherence to working hours.
2. Schedule rides for LINX transit program based on publics' needs and location. Use a two-way radio to communicate with drivers; keep ride schedules up to date and maintain schedule logs.
3. Assist in keeping records and tally sheets up to date for LINX.
4. Collect fares and passes from drivers and miscellaneous revenue.
5. Reconcile bus schedules for number of rides provided with fares and passes collected, each day.
6. Gather and maintain statistics and records as needed to be included in LINX reports.
7. Respond to inquiries, complaints and requests for assistance by the public, both in person and over the telephone, and provide appropriate referrals to staff or other agencies.
8. Prepare monthly invoices for rides provided to various outside agencies.
9. Prepare weekly deposits to be signed by supervisor and sent to Finance for deposit.
10. Perform general office work as directed.
11. Create posters and flyers, set up and maintain department files.
12. Follow all safety rules and procedures for work area.
13. Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility.
14. Maintain work areas in a clean and orderly manner.

**MANDATORY QUALIFICATIONS:****Education & Experience:**

1. Equivalent to a high school diploma and one year of general office experience, or any satisfactory combination of experience and training which demonstrates the knowledge, skills and abilities to perform the above duties.

**Licenses & Certificates:** None

**DESIRABLE QUALIFICATIONS:** None

**KNOWLEDGE, SKILLS, AND ABILITIES:** The qualities below reflect the working dynamic of the position.

**Knowledge of:**

1. Office practices and procedures, word processing software, ride scheduling techniques, record keeping methods, and operation of a variety of office equipment.
2. Lebanon streets/area are desirable.
3. Previous dispatch experience is desirable.

**Skill in:**

1. Evaluating work priorities, procedures, and processes to determine their effectiveness and efficiency.
2. Developing and implementing recommendations regarding work procedures and cost effective services.
3. Communicating effectively, both orally and in writing.
4. Providing outstanding customer satisfaction (internally and externally).
5. Use of Microsoft Office and applicable specialized software.

**Ability to:**

1. Communicate orally and in writing, in a clear and concise manner.
2. Represent the City positively and effectively in meetings with others.
3. Establish and maintain effective working relationships with those contacted in the course of work.

**PHYSICAL DEMANDS OF POSITION:**

1. While performing the duties of this position, the employee is frequently required to sit, stand, bend, kneel, stoop, communicate, reach and manipulate objects. The position requires mobility.
2. Duties involve moving material weighing up to 5 pounds on a regular basis such as files, books, office equipment, etc., and may infrequently require moving materials weighing up to 50 pounds.
3. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, calculator, and standard office equipment.

**WORKING CONDITIONS:** Usual office working conditions. The noise level in the work area is typical of most office environments with telephones, personal interruptions and background noises.

**SUPERVISORY RESPONSIBILITIES:** Supervision is not a typical function assigned to this position. May provide training and orientation to volunteers, students, and newly assigned personnel on site policies and practices.

**SUPERVISION RECEIVED:** Works under the general supervision of the Senior Services & Transit Manager.

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Approved by City Manager

May 2019