

WATERTOWN AREA TRANSIT, INC.
Job Description
Equal Employment Opportunity Employer

Job Title: Dispatcher/Receptionist

Reports To: Watertown Area Transit Director & Asst. Director

Position: Part Time

Beginning Salary: \$10.00 per hour

FLSA Status: Nonexempt

GENERAL STATEMENT OF DUTIES

Provide clerical and reception duties; dispatch vehicles for passenger trips.

DUTIES AND RESPONSIBILITIES

- Answer a high volume of calls and maintain a rapid response rate, according to agreed standards.
- Log information on received calls into the computer software program, schedule passengers, and determine routes for drivers.
- File documents, send faxes, make copies, and complete other routine clerical tasks, as assigned.
- Operate a variety of office machines, including phones, a calculator, a fax, shredding, and photocopier machine, a personal computer, various computer software, and two-way radios.
- Perform reception duties in an efficient, professional, and courteous manner.
- Establish and maintain effective communication and working relationships with Transit staff, passengers and the public.
- Create, maintain, and monitor computerized driving schedules; modify and update those schedules to improve services.

JOB REQUIREMENTS

- Have basic knowledge of computer operations and programs, printers, calculators, photocopier, shredding, and fax machines, telephones, and two-way radios.
- Have a willingness to learn new computer programs and develop additional computer skills.
- Demonstrate the ability to work in a fast-paced environment while completing multiple tasks.
- Demonstrate the ability to do basic math functions.
- Maintain confidentiality of ALL work information.
- Demonstrate the ability to function successfully in a team environment.

- Exhibit courteous, compassionate, and respectful treatment of internal and external customers.
- Have clear speech and hearing.
- Demonstrate the ability to receive information, interpret and respond clearly and effectively to requests over the phone, in person, written, or verbally.

EDUCATION AND EXPERIENCE

- Have a high school diploma or GED (general education degree).
- Know how to use basic computer software programs such as Word and Excel.
- Have operational knowledge of various office machines.
- Be punctual, organized, and have efficient time-management skills.

CERTIFICATES, LICENSES, AND EXAMINATIONS

- Have a valid, South Dakota Driver's License
- Perform pre-employment, reasonable, suspicious, random, post-accident, and return-to-duty drug testing (as required by federal regulations).

PHYSICAL AND ENVIRONMENTAL DEMANDS

- Perform mostly sedentary work, sitting at a desk and working on the computer; may have to walk or stand for brief periods of time.
- Be able to work in an environment with constant interruptions, changing priorities, and multi-tasking.
- Be able to lift up to 50 pounds.

Signature

Director's Signature

Date

Date

8/2/11

Watertown Area Transit, Inc.
205 1st Ave NE, Watertown, SD 57201
605-882-5287

Application for Employment
Equal Employment Opportunity Employer

"Special accommodations for applications, training, or job information in alternative formats available upon request."

General Information

Position applied for: _____

Name: _____
Last First MI

Mailing Address: _____
Street/Box City State/Zip

Social Security Number: _____

Telephone Number: _____
Home Business

If hired, can you furnish proof that you are 18? If under 18, do you have a permit to work? _____
If no, please explain. _____

If hired, can you furnish proof that you are eligible to work in the United States? _____
If no, please explain. _____

***(If you are unsure of the documents needed to prove eligibility to work in the U.S., we will be happy to explain the legal requirements.)**

Males born after December 31st, 1959, are required to register with the Selective Services.
Are you registered? _____ Yes _____ No

Will you accept...

_____ Full-Time Employment _____ Part-Time Employment _____ Temporary Employment

If hired, will you be able to work during the scheduled days and hours required for the position(s) for which you are applying? If no, please explain. _____

Has this company ever employed you in the past? If yes, please give dates of employment, positions held, and state your name while employed (if different from present name). _____

If your application is considered favorably, on what date will you be available to work? _____

References

List those persons willing to provide personal and/or professional references. Please do not list any relatives or any former employers. Providing this information means that you give the organization permission to contact the references listed.

Name	Complete Address	Daytime Phone/Best Contact Time
1.	_____	_____
2.	_____	_____
3.	_____	_____

The information provided on the following pages will be used to determine your qualifications for the position(s) you are applying. Be as thorough as possible in describing your education and work experiences as they relate to the position in question. Vague or incomplete sentences will NOT be considered. If you need additional space refer to the back page or attach additional sheets.

Educational Information

School	Name, Address	Course of Study	Completion Status	Degree/Diploma
Secondary				
Post-Secondary				
Other				

Do you have all the licenses and professional certifications listed in the job announcement, job advertisement, or job description (or that are necessary to perform the job(s) for which you are applying)? If no, please explain. _____

Use this space to identify any other educational experiences you have had, which are pertinent to the position for which you have applied. Include internships, workshops, seminars, vocational training, etc., which are not listed above. *Indicate the number of hours, weeks, etc. _____

List any relevant certificates, licenses, or registrations you possess, or are eligible for, which would be pertinent to the position for which you are applying. *Include expiration dates as applicable. _____

Work History Information

Begin with your current or most recent position and work backwards. List each promotion as a separate job. Include any paid or verifiable, non-paid experience. Be as accurate and complete as possible, especially in describing the duties of each position. If you need more space, attach additional sheets using the same format.

A. Employer: _____ Type of Business: _____
Employer's Address: _____ Phone: _____
Supervisor's Name, Title: _____ Salary/Wage: _____
of employees you supervised: ___ avg. hours worked per week: ___ 1-10 ___ 11-20 ___ 21-30 ___ 31-40
Reason for Leaving: _____
Complete Description of Duties: _____

B. Employer: _____ Type of Business: _____
Employer's Address: _____ Phone: _____
Supervisor's Name, Title: _____ Salary/Wage: _____
of employees you supervised: ___ avg. hours worked per week: ___ 1-10 ___ 11-20 ___ 21-30 ___ 31-40
Reason for Leaving: _____
Complete Description of Duties: _____

C. Employer: _____ Type of Business: _____
Employer's Address: _____ Phone: _____
Supervisor's Name, Title: _____ Salary/Wage: _____
of employees you supervised: ___ avg. hours worked per week: ___ 1-10 ___ 11-20 ___ 21-30 ___ 31-40
Reason for Leaving: _____
Complete Description of Duties: _____

D. Employer: _____ Type of Business: _____
Employer's Address: _____ Phone: _____
Supervisor's Name, Title: _____ Salary/Wage: _____
of employees you supervised: ___ avg. hours worked per week: ___ 1-10 ___ 11-20 ___ 21-30 ___ 31-40
Reason for Leaving: _____
Complete Description of Duties: _____

Additional Information:

Please Read and Sign Below

I give my consent to any pre-employment physical examination or drug test required by this company after any conditional offer of employment has been made.

If employed, I understand that my employment is for no definite period of time, and if terminated, the employer is liable only for wages and/or salary earned as of the date of termination.

I hereby certify that the information given by me is true and complete to the best of my knowledge and belief. I further authorize investigation of all statements I have made. Misrepresentations, falsifications, or omissions of facts called for in this application or in the interview process are cause for cancellation of this application or termination of employment. **Unsigned applications will not be considered.**

Signature: _____ **Date:** _____

Authorization for Reference Request (Sign Below)

I have applied with Watertown Area Transit for employment and I desire that they be fully advised of my record with former employers. I, therefore, respectfully request that you furnish the requested information concerning my employment with your organization, and hereby release you from any and all liability of damages for providing the information requested.

Applicant's Signature: _____ **Date:** _____

Watertown Area Transit, in accordance with state and federal laws, does not discriminate on the basis of religion, sex, age, national origin, disability, or any other protected group status.

Watertown Area Transit recognizes that South Dakota is an employment at-will state and maintains the employment at-will status for all employees.

Return Completed Applications To:

Watertown Area Transit, Inc.

205 1st Ave NE

Watertown, SD 57201