

Lake Havasu City, Arizona

Class Description



Title: Transit Driver/Dispatcher
Department: Public Works
Division: Transit
Grade: TE02

FLSA Status: Non-Exempt
Job Code: 611513520
Updated: 7/01//2025
Salary: \$16.64 - \$18.37

General Definition of Work

Performs work transporting passengers safely and efficiently on a demand response public transportation system in a safety-sensitive environment. May provide routing and dispatching duties, resolving problems and complaints, maintaining files and records, and related work as apparent or assigned. Work is performed under the general supervision of the Transit Manager.

Essential Functions

The requirements listed below are representative of the knowledge, skill, and/or ability required and are subject to change as needs and job requirements change. Position assignments may vary. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Completes reports related to transit vehicle operations and maintenance; monitors vehicle status in order to schedule preventive maintenance and repairs.

Tracks riders boarding and visually confirms cashless fare payments using a proprietary application.

Receives and screens calls, sends communications through an onboard dispatch terminal; conveys information regarding routes and schedules.

May provide paratransit dispatching and routing services to seniors, disabled individuals certified under the Americans with Disabilities Act (ADA) and the public.

Direct drivers' activities via dispatch platform or radio-mobile smart device (i.e. route, schedule changes, passenger pick-up or drop-off); dispatches appropriate personnel to vehicle accident scenes or location of vehicle mechanical difficulties.

Assists passengers on and off vehicles and loading and unloading personal items.

Operates wheelchair lifts or wheelchair ramps.

Inspects and maintains vehicles.

Washes exterior and cleans interior of vehicles daily.

Performs janitorial duties as needed.

Meet and maintain training through the department for Passenger Assistance Safety and Sensitivity (PASS) Certification issued by the Community Transportation Association of America (CTAA)

Meet and maintain training through the department for CPR/First Aid Certification issued by a nationally recognized certifying agency.

Operates and maintains motor vehicles or other work-related equipment requiring a valid Class D driver's license. No bus endorsements required

Minimum Qualifications

High School Diploma or GED and moderate experience in customer service and the operation of a transit bus or passenger van providing services to the general public, or equivalent combination of education and experience.

Special Qualifications

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Must meet and maintain all training and education requirements for the position.

Valid Driver's License of the appropriate class.

Knowledge, Skills & Abilities

Thorough knowledge of customer service delivery and safe work operations; knowledge of city streets and business locations; knowledge of the operation of motor vehicles. May need knowledge of methods and techniques of dispatching commercial passenger vehicles. Knowledge of services provided by Lake Havasu City Transit.

Skill in communication through an on board mobile terminal; skill in use of a mobile phone; skill in using computers and related software applications; skill in completing pre and post inspections of Transit vehicles.

Ability to represent the City in a neat, positive, and professional manner; ability to maintain regular attendance; ability to work under adverse conditions; ability to safely operate all Transit vehicles; ability to communicate effectively, both verbally and in writing; ability to establish and maintain effective working relationships with coworkers, supervisors, and the general public sufficient to exchange or convey information and to receive work direction.

Working Conditions

Requires active work with the frequent exertion of up to forty (40) pounds of force occasionally and/or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects, including the human body; sitting, speaking or hearing, using hands to finger, handle or feel and reaching with hands and arms, frequently requires walking and repetitive motions and occasionally requires standing, climbing or balancing, stooping, kneeling, crouching or crawling and pushing or pulling; work has standard vision requirements, specific vision requirements include close vision, color vision, the ability to adjust focus and read printed material and/or computer screens; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly in person and by radio-mobile telephone; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound, in person or by radio-mobile telephone; work requires preparing written reports, operating motor vehicles or equipment and observing general surroundings and activities; there are sensory and perceptual demands, and the need to be able to maintain good concentration. Work has exposure to fumes or airborne particles, exposure to outdoor weather conditions, exposure to extreme heat (weather and non-weather), exposure to space restrictions; work is generally in a moderately noisy location (e.g. business office, heavy traffic).
