

February 4, 2025

Open Position for Dispatch/Customer Care Supervisor

River Valley Metro Mass Transit District provides public transportation to the residents of Kankakee County. Metro provides service 365 days a year and this position could start as early as 4:15 am or get off as late as 10:15 pm. This position requires you to work weekends and holidays.

The Dispatch/Customer Care Supervisor plays an integral part in providing excellent customer service to our passengers. This position plays a dual role. Some days this individual is in the office handling all incoming calls, radio transmissions and keeping day-to-day operations rolling. Other days this person is on the street assisting our passengers and drivers, providing top notch customer service, and ensuring that service runs smoothly and on time. If you are the type of person that enjoys a challenge and can multitask, this is a great opportunity for you.

This is a full-time supervisory level position that reports to the Director of Operations. Starting salary is \$22/hour and increases to \$23/hour after 6 months. You will receive paid vacation, personal days, and holidays. Other benefits included with this position are affordable Medical, Dental and Vision Insurance and a secure pension plan. Employee uniforms are provided. The office is located in Bourbonnais IL.

Responsibilities and Duties

The main objective of this position is to supervise and participate in the daily operations of the transit system, ensuring the safety of the system, providing customer service, and ensuring Metro complies with the Federal and State laws governing transit operations.

Below are some of the duties that meet that objective:

- Assisting passengers using the system. This may happen in dispatch by planning a trip for a passenger that doesn't know how to use the system, making an appointment for passengers needing the origin to destination service, or on the street by picking up missed passengers and getting them to their destination or running part of a route for a driver that gets behind schedule.
- Drive whatever vehicle is needed to perform the necessary functions, up to and including buses.
- Fuel and sanitize vehicles as needed.
- Perform daily checks of vehicles and buildings to ensure safety.
- Monitor on-time performance of each route.
- Assist Bus Operators with mechanical or passenger related problems, route detours or accidents.
- Monitor, report and evaluate the safe operations of Metro equipment.
- Monitor Metro infrastructure, such as transfer stations, shelters and bus stops and report any needs to our Facilities Department.

- Assist Maintenance with mechanical issues with the bus by trouble shooting and checking and adding fluids as needed.
- Drive a bus to switch one out for mechanical reasons, run a route in service if short staffed or for any other reason deemed necessary to perform their work duties.
- Prepare and maintain a variety of reports, including detailed documentation of daily activities.
- Handling all incoming calls and radio transmissions into the dispatch office.
- Making appointments for our origin to destination customers in the Trip Master software.
- Count money collected in the fare box and make proper deposits.
- Perform related duties as assigned.

Working Conditions:

- When handling Dispatch duties, this position will be in an office environment.
- When handling Customer Care Supervisor duties this position will be in a vehicle on the road and will be subjected to normal weather conditions.

Training and Experience:

- Transit experience is a plus but not required.
- Previous supervisory experience
- Clean driving record and at least 5 years driving experience.
- Must possess or have the ability to obtain a valid Illinois Class B CDL, with Passenger and Air Brake Endorsements within 6 months of hire.
- Computer experience required, with experience in Microsoft Excel preferred.
- High School Graduate or equivalent

This position must undergo substance testing and background check.

Wage Scale:

Starting	6 months	1 Year	2 Years	3 Years	4 Years	5 Years	6 Years	7 Years	8 Years	9 Years
\$22.00	\$23.00	\$23.46	\$23.93	\$24.89	\$25.88	\$26.92	\$27.99	\$29.11	\$29.99	\$30.89

CURRENT OPEN SHIFT WHEN FULLY STAFFED				
Date	Schedule	Lunch	Hours	DUTIES
Monday	2:00 p - 10:15 p	1/2 hr.	7.75	CCS
Tuesday	1:15 p - 10:15 p	1/2 hr.	8.5	CCS
Wednesday	OFF			
Thursday	OFF			
Friday	2:00 p - 10:15 p	1/2 hr.	7.75	DISPATCH
Saturday	3:30 p - 10:15 p	0	6.75	DISPATCH
Sunday	7:15 a - 5:00 p	1/2 hr.	9.25	CCS
TOTAL HOURS			40	

AA/EEO

River Valley Metro Mass Transit District is an affirmative action/equal employment opportunity employer.