

**PARTA**  
**2000 Summit Rd.**  
**Kent, OH 44240**  
**(330) 673-1287**  
**[www.partaonline.org](http://www.partaonline.org)**

## **PARTA is an Off-Campus Federal Work Study Employer for KSU Students**

### ***Student Dispatcher***

PARTA hires and trains Kent State University students to work as part-time Dispatchers to perform a variety of clerical, administrative and technical work in coordinating the daily delivery of transit service; communicates routine and emergency information; assigns buses to routes and drivers to buses; fills shifts and makes adjustments to schedules and routes as needed; keeps official records and assists in the administration of standard operating policies and procedures.

Duties include coordinating daily delivery of transit services, using multiple modes, including a dispatch system and Automatic Vehicle Location (AVL). Close the driver facility as needed and generally works evening shifts Sunday through Thursday, from 10:15 p.m. to 3:15 a.m. Additional hours may be required.

Monitors telephones and radio in the dispatch center, answers all incoming calls and ascertains nature of call, gathers all necessary information to transmit or relay. Provides information and responds to questions. Evaluates and handles customer inquiries with sensitivity and makes suggestions as to best course of action.

Uses computer software to record customer details, schedule transportation, and accurately enter and verify required scheduling information.

Assigns buses to routes and drivers to buses. Takes proactive approach to ensure routes run efficiently and on time.

Performs radio dispatch duties, including responding to and resolving problematic situations. Notifies drivers of road closures, detours, and gives direction to ensure efficient and on-time service delivery.

Completes reports and logs as required. Communicate with other dispatchers and road supervisors during shift and between shifts. Maintains and updates radio log and dispatch sheet during shift, prior to leaving shift and complete the status of ongoing or unconcluded business, such as open routes or operational issues. Ensure dispatch board is complete and accurate.

Takes all steps necessary to ensure emergency incidents and accidents are properly recorded, by notifying police and staff; and coordinating response with departments, by completing reports and providing information to authorities in accordance with standard operating policies and procedures.

Ability to operate any small non-CDL transit PARTA vehicle. Maintains knowledge of late-night shuttle route and operator responsibilities. Maintaining an on-time schedule, picking up and dropping off passengers at designated stops, verifying valid student ID cards, counting and recording all passengers boarding and providing system information while following a predetermined route, transmitting information over a two-way radio, maintaining logs, entering data into a computer, assisting people with disabilities and adhering to PARTA policies and traffic laws. Performs work safely; follows safety work rules, guidelines and procedures and exercises maximum care and good judgment to prevent injury and accidents from occurring.

Qualifications:

- At least 18 years old
- Maintain KSU student status
  - Undergraduate: Carry 6 Credit Hours
  - Graduate: Carry 4 Credit Hours
- No more than 2 points on State of Ohio driver license
- One-year verifiable driving experience
- No disqualifying criminal convictions
- Ability to meet physical demands as described on reverse side and successfully complete training program and all pre-employment screening procedures, including background and reference check, post-offer DOT medical examination and urine drug screen, and train to drive our small transit vehicles.
- Will work a minimum of 12 hours per week and be subject to random drug and alcohol testing.

**PARTA is an Equal Opportunity Employer and Drug Free Workplace.**  
***Employees are subject to random drug and alcohol testing.***

***2026-2027 Academic Year***

## PHYSICAL DEMANDS – Part-Time Dispatcher

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

In accordance with the U.S. Department of Labor Physical Demands Strength Rating, this is considered Medium Work – exerting 20-50 pounds of force occasionally, and/or 10-25 pounds of force frequently, and/or greater than negligible up to 10 pounds of force constantly to move objects.

| Task                                                                                                                           | Job Essential Functions                                                                                                                                                                                                                                                                                                                                |
|--------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Enter, exit and move throughout the bus.                                                                                    | a. Enter and exit bus using all entrances, including emergency door.<br>b. Climb into driver's seat and fasten seat belt.<br>c. Move from driver seat over "doghouse" area of bus.<br>d. Walk through bus center aisle.                                                                                                                                |
| 2. Operate all bus doors, windows, hatches, and compartments.                                                                  | a. Open and close passenger entrance door using right arm.<br>b. Open driver side window using left arm.<br>c. Open and close hatch at bus roof and overhead compartments.                                                                                                                                                                             |
| 3. Operate steering, braking, accelerating, and control components and safely drive bus.                                       | While sitting with back against backrest of driver's seat, be able to:<br>a. Place entire bottom surface of feet on pedals.<br>b. Touch palms of hands to steering wheel.<br>c. Maintain 2" clearance between steering wheel and body.<br>d. See over bus dashboard.                                                                                   |
| 4. Assist passengers with mobility limitations, mental disability, older adults, and persons with packages on and off the bus. | a. Walk passenger from pick-up location/door to bus.<br>b. Carry, lift, move items, such as packages, grocery bags or oxygen tank.<br>c. Assist passengers on and off the bus.                                                                                                                                                                         |
| 5. Load and secure passengers in wheelchairs in accordance with safety guidelines.                                             | a. Push or pull wheelchair up and down ramp with incline.<br>b. Operate wheelchair lift mechanically.<br>c. Operate wheelchair lift manually.<br>d. Strap down and unstrap two wheelchairs side by side in rear of bus.                                                                                                                                |
| 6. Communicate information.                                                                                                    | a. Call out stops.<br>b. Answer questions and provide information to passengers, dispatchers, supervisors, coworkers.<br>c. Complete paperwork in legible and timely manner.<br>d. Perform pre-trip inspection; record and report information, damage, equipment condition.<br>e. Complete incident report after injury, collision, or other incident. |