Harbor Transit

440 N Ferry Street
Grand Haven, MI 49417

INTERNAL/EXTERNAL JOB POSTING

Working at Harbor Transit isn't just work. It's work that moves people, and we are proud of it! There is a sense of togetherness here that comes from knowing we are making a difference every day and doing good for our Tri-Cities. At Harbor Transit we are driven to help people from all stages of life. We empower our staff to serve our customers with professionalism, compassion, understanding, and a willingness to help; and, it shows!

Harbor Transit is currently searching for a **Part-Time Dispatcher** to receive requests for service from the public, schedule and dispatch bus operators, and assist in other department operations. Shift times can range from 1:30 p.m. until 6:30 p.m., Monday through Friday, and includes a rotating weekend schedule.

Essential Functions

- Receives telephone and in-person requests from the public for information. Assists callers or visitors in scheduling rides, adding funds to their accounts, obtaining and completing forms, accessing appropriate information, and referring to correct departmental contacts.
- Notifies bus operators of their assignments and keeps them apprised of road and weather conditions as appropriate. Assists in planning and coordinating bus operator work breaks and vehicle cleaning time. Assists bus operators with issues or questions as they arise.
- Maintains accurate operation daily logs, monthly mileage reports, maintenance activities, complaints, and other related data.
- Opens and closes the Harbor Transit office as assigned. Ensures the building is secure and locked according to established procedures.

Qualifications

- Previous experience as a public transportation dispatcher is preferred, but training can be provided.
- Three years of customer service in a fast-paced environment.
- Must be able to follow the FTA Drug and Alcohol Program, as part of a safety sensitive position.

Pay and Benefits

- 20 - 28 hours a week of work, with a starting pay range of $20.86 an hour.
- Paid time off, and a voluntary 457 plan, through the Municipal Employees' Retirement System.
- Free rides on Harbor Transit, and Employee Assistance Program (EAP), for you and your family.

How to Apply

- Review full job description and responsibilities of the position at: www.harbortransit.org
- Apply with a resume through email at: HR@harbortransit.org, or complete an online application.
- Application Deadline: November 22, 2026

Harbor Transit is committed to Equal Employment Opportunity and to attracting and retaining the most qualified employees regardless of religion, race, sex, color, national origin, age, height, weight, familial status, marital status, disability, genetic information, sexual orientation, gender identity, or any other characteristic protected by law.

Harbor Transit

Job Description

Position: **DISPATCHER**
Department: Dispatch
Reports to: Dispatch Supervisor
Status: Regular, Part-Time, Non-Exempt
Pay Grade: 3
Revision: 11/26

SUMMARY:

Under the direct supervision of the Dispatch Supervisor, performs a number of clerical and administrative tasks in support of the bus system. Receives requests for service from the public, schedules and dispatches drivers, and assists in other department operations.

ESSENTIAL FUNCTIONS:

- Receives telephone and in-person requests from the public for information. Assists callers or visitors in scheduling rides, adding funds to their accounts, obtaining and completing forms, accessing appropriate information, and referring to correct departmental contacts.
- Notifies bus operators of their assignments and keeps them apprised of road and weather conditions as appropriate. Assists in planning and coordinating bus operator work breaks and vehicle cleaning time. Assists bus operators with issues or questions as they arise.
- Responds to inquiries and addresses general situations independently and coordinates complex issues with the Dispatch Supervisor as appropriate.
- Maintains accurate operation logs including, but not limited to, daily logs, standing orders, monthly mileage reports, maintenance activities, complaints, and other related data.
- Opens and closes the Harbor Transit office as assigned. Ensures the building is secure and locked according to established procedures.
- Schedules vehicles for maintenance and cleaning in accordance with maintenance procedures.
- Assists with balancing credits and entering related information into computers system.
- Serves as supervisor in charge, depending on shift schedules and on-site management staff.
- Types and enters data, prepares documents, correspondence, and reports, and maintains databases and documents. Prepares and mails related notices.
- Performs other duties as assigned.

EDUCATION, EXPERIENCE AND TRAINING:

- A high school diploma or equivalent is required.
- Three years of customer service experience, in a fast-paced environment.
- Previous experience as public transportation dispatcher is preferred.
- Successful completion of the Harbor Transit Dispatcher Training program.

- Must be able to follow the FTA Drug and Alcohol Program, as part of a safety sensitive position.

KNOWLEDGE, SKILLS AND ABILITIES:

- Thorough knowledge of the policies and procedures of the Harbor Transit and transportation systems.
- Knowledge of Harbor Transit organizational structure, policies, and operations.
- Knowledge of traffic laws, ordinances, and practices involved with safe vehicle operation.
- Knowledge of streets, geography, and important locations within the service area.
- Excellent customer service skills, including responding diplomatically to customer complaints.
- Skill in organizing vehicle movement within a strict transportation schedule.
- Skill in maintaining detailed and organized records and generating related reports.
- Skill in counting money, making change, and recording transactions with speed and accuracy.
- Skill in the use of office equipment and technology, including computers and other related software, and the ability to master new technologies.
- Ability to communicate effectively and present ideas and concepts verbally and in writing.
- Ability to work effectively and productively with frequent interruptions and distractions.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with employees, Harbor Transit officials, professional contacts, community leaders, the media, and the public.
- Ability to provide positive customer service according to Harbor Transit standards and policies.

PHYSICAL AND MENTAL DEMANDS:

- Hearing, seeing, speaking.
- Reading, reasoning, problem solving.
- Communicating verbally and in writing to other employees and supervisors.
- Frequent interruptions.
- Contact with residents and visitors, in person and via phone.

WORK ENVIRONMENT:

This position works regularly works in an office setting with a controlled climate where they sit and work on a computer, communicate by telephone, email, or in person, and move around the office to travel to other locations. Additionally, the employee may occasionally work in or around a maintenance garage. The employee is occasionally exposed to moving mechanical parts, fumes or airborne particles and adverse weather conditions. The noise level in the work environment is usually moderate.

WORK HOURS:

Work hours for this position may vary. Employees may be required to work evenings; weekends; and holidays, outside of their normal schedule, to ensure continuous and reliable service. Flexibility with varied work hours is required to meet the operational needs of Harbor Transit.

Acknowledgment:

The primary purpose of this job description is to aid in establishing this specific job classification. The list is not all inclusive of the total scope of duties that may be necessary to be performed in relation to this position. The qualifications listed are guidelines. Alternative qualifications may be substituted if sufficient to perform the duties.

I acknowledge that I have received a copy of this job description.

_____ _____

Employee Printed Name Date

_____

Employee Signature