



Communications Specialist I (Dispatcher-Scheduler)

Position Number: 2010

Reports To: Communications Supervisor

Location: Suwannee Valley Transit Authority (SVTA)

Position Summary

SVTA is seeking a Communications Specialist I (Dispatcher-Scheduler) to help coordinate daily public transportation services. This position serves as the communication link between drivers, riders, and staff by scheduling trips, monitoring vehicle activity, dispatching drivers, and providing customer service.

Key Responsibilities

- Monitor and respond to radio, phone, and emergency communications.
- Schedule and coordinate daily transportation routes and trips.
- Track vehicle locations using GPS and dispatch software.
- Manage trip reservations, cancellations, and schedule changes.
- Maintain accurate records of trips, passengers, and daily operations.
- Prepare schedules, reports, and related documentation.
- Assist riders, caregivers, medical providers, and the public with transportation information.
- Respond to emergencies, vehicle breakdowns, accidents, and service disruptions.
- Coordinate with drivers and maintenance staff to support safe and reliable service.
- Process rider applications and update passenger information.
- Perform other duties as assigned.

Qualifications

Education

- High School Diploma or GED required.

Experience

- No prior dispatching experience required.
- Customer service, office, call center, transportation, or scheduling experience is preferred but not required.
- On the job training provided.

Knowledge, Skills, and Abilities

- Strong customer service and communication skills.
- Ability to multitask and stay organized in a fast-paced environment.
- Basic computer and office equipment skills.
- Ability to remain calm during emergencies and stressful situations.
- Strong attention to detail and recordkeeping skills.
- Ability to work effectively with diverse populations.

**Work Environment**

- Office-based position with extended periods of sitting and computer use.
- Occasional lifting of up to 20 pounds.

Safety-Sensitive Position

This position is safety-sensitive and subject to Federal Transit Administration (FTA) drug and alcohol testing requirements. SVTA maintains a Drug and Alcohol Zero-Tolerance Policy.

Why Join SVTA?

- Competitive salary and benefits.
- On the job training and opportunities for growth.
- Supportive team environment.
- Meaningful work serving your local community.

How to Apply

Submit your application, resume, and cover letter to:

Tammy Cunningham, Human Resources Manager

Suwannee Valley Transit Authority

1907 Voyles Street SW

Live Oak, FL 32064

Applications are available at ridesvta.com or at the SVTA office.

Deadline: Open Until Filled

Suwannee Valley Transit Authority is an Equal Opportunity Employer.