** ** VACANCY ANNOUNCEMENT ** **

POSITION: Receptionist/Dispatcher  
PROGRAM: Tribal Transit Program (TTP) (Transit Division)  
DEPARTMENT: Transportation  
SUPERVISOR: Transit Director  
EMPLOYMENT STATUS: Full-Time/Permanent, Non-Exempt  
LOCATION: Transit Satellite Office, 10318 N. 2274 Road, Building #5, Clinton, OK  
ISSUE DATE: December 11, 2019  
CLOSING: Until Filled

DUTIES & RESPONSIBILITIES: The Receptionist/Dispatcher shall work under the direct supervision of the Transit Director and general supervision of the Administrative Assistant and/or Transit Supervisor of the Tribal Transit Program. The Receptionist/Dispatcher shall serve as the communications officer for all Tribal Transit Drivers and must ensure the dissemination of information is provided to each personnel timely and must provide verification as proof to thoroughly document exchange of information. The Receptionist/Dispatcher shall be responsible for the receipt of daily activity, mileage, incidental, driver and preventative maintenance logs. Incumbent must be able to operate a multi-line phone system, coordinate scheduled rides, and maintain passenger counts. The Receptionist/Dispatcher should have excellent customer service skills and be able to communicate clearly and effectively to the public. The Receptionist/Dispatcher shall be responsible for scanning, copying, and organizing files, records, and other pertinent data specifically related to the Tribal Transit Program while ensuring confidentiality. The Receptionist/Dispatcher shall assist the Administrative Assistant and Transit Supervisor in maintaining accurate logs for inventory, timesheets, maintenance, fuel, passenger logs, and driver logs.

- Must be able to perform general office duties, including filing, typing, and data entry;
- Must maintain an adequate record-keeping system to ensure collection, retention, and reporting of data, files, etc., protect documents to ensure confidentiality, and further safeguard files to ensure integrity and accountability of records;
- Shall be responsible for inputting data into an established phone log for all calls, including those of clients seeking demand response services and/or medical transports or calls that qualify as referrals;
- Shall be responsible for the effective organizing, recording, storing, safe-keeping, and assist with the reconciliation of all program fuel receipts as per established internal program policies and protocols;
Must be willing to perform light maintenance duties, such as vacuuming, dusting, sweeping, mopping, etc. to ensure clean and professional appearance of immediate workspace and ensure integrity of designated office space and/or building space;

Must be able to communicate clearly and effectively to other professions and the general public in a polite, diplomatic, and professional manner as a customer service responsibility;

Must be willing to fulfill driver responsibilities therefore must be able to meet all driver qualifications and standards;

Must be willing to work in the elements (i.e. weather conditions, terrain, etc.) and subjected to various working conditions (i.e. loading and unloading supplies, able to lift a minimum of 50 pounds, perform pre- and post-inspections of vehicles, assist with safety events/activities, etc.) in the assignment of duties and responsibilities;

Shall serve as the Public Information Officer for clients who call in for transportation services and must be able to correctly communicate rates, fees and fare information based on requests received;

Must adhere to the Tribes’ Property and Supply Policies (i.e. vehicle usage logs, maintenance logs, incident reports, etc.) to manage and safeguard any and all Tribal property handled in the performance of duties;

Must log in daily to the established Global Positioning System (GPS) software to provide accurate location of all transit vehicles (buses, mini-vans, sedans, etc.) in the performance of duties and to ensure the integrity and management of tribal assets;

Must be willing to perform additional duties as assigned by the Transit Director and/or in the absence of the Transit Supervisor, Administrative Assistant, Transit Driver I, II, or III.

QUALIFICATIONS: The Receptions/Dispatcher position requires a responsible individual who is able to work independently with little supervision and perform duties as assigned. Incumbent should be able to follow directions and communicate effectively both orally and in writing. Applicant should possess clerical skills, such as typing and ten-key, and should possess some knowledge in the use of Windows and Microsoft Office software (i.e. MS Word, MS Excel, etc.). Applicant must have the ability to analyze problems and resolve them diplomatically, professionally, and quickly.

- Minimum education requirements are either a High School diploma or GED Certification.
- Demonstrate computer skills and/or knowledge in order to maintain records of transit requests.
- Answers routine questions pertaining to the Tribal Transit Program and able to provide general knowledge of all other Tribal programs and services.
- Must provide a current Motor Vehicle Report (MVR) from the Oklahoma State Department of Public Services (DPS) and possess a current Oklahoma State Driver’s License.
- Must pass pre-hire drug screen/test and background check.
- Tribal Preference

**SALARY:** Negotiable, depending on qualifications and experience.

**APPLICATION PROCEDURE:** Submit Tribal Application, Resume, Transcripts, Diploma, Certifications, License and CDIB to:

Cheyenne-Arapaho Tribes of Oklahoma  
**Personnel Department**  
P.O. Box 167  
Concho, OK 73022  
Or e-mail: atisdale@cheyenneandarapaho-nsn.gov  
Office (405) 422-7498  
Fax (405) 422-8222  
Toll Free 1 (800) 247-4612 ext. 27498

To view all our current vacancy announcements, please visit our website at:  
[www.cheyenneandarapaho-nsn.gov](http://www.cheyenneandarapaho-nsn.gov)