Join the Mulvane Community Area Transit team (MCAT)! Dispatching for MCAT as a Full-time Dispatcher provides the opportunity to positively impact our neighbors and friends in the Mulvane Community! Every day, many people depend on MCAT to provide reliable and safe transportation throughout the greater Mulvane area. Dispatch assignments are 40 hours per week with work hours generally 8 AM to 5 PM Monday – Friday. MCAT operates normal sized vans and buses that seat up to 12 passengers. We invite you to explore the position details below and apply to join our team as a MCAT Dispatcher if this is the right fit for you.

The MCAT Dispatcher provides safe and reliable transportation assignments to senior citizens and seniors with physical limitations.

**Examples of Work Performed**

Receive, schedule, and dispatch transportation requests for MCAT.

Answer calls and schedule transportation as requested by riders.

Assist riders in purchasing necessary tokens for their rides.

Read maps and locate rider pick-up and delivery addresses as requested.

Keeps records related to bus operation as required

Creates, maintains, and updates social media sites that promote transportation programs and provide information for the Senior Center, facilitating community outreach efforts.

Provides exemplary customer service to customers.

Complete data needed to maintain grant requirements and administrative reports.

Serves as alternate driver for MCAT when needed.

These examples are not intended to be all inclusive, other job-related duties may be assigned.

**Requirements of Work**

Ability to provide courteous and professional customer service to paratransit riders, caregivers, and partner organizations.

Ability to field all incoming calls, questions, concerns, and complaints from the public.

Ability to enter calls and data utilizing computer aided dispatch software.

Ability to complete logs and records related to vehicle inspections, transportation usage, and transportation routes in a timely manner.

Ability to communicate with MCAT Driver regarding schedule changes and passenger safety.

Possess valid Kansas Driver’s License.

Ability to learn the geography of Mulvane and the greater area, names and locations of city streets and use of maps.

Must be available for work between the hours of 8 AM to 5 PM, Monday – Friday.

Willingness to assist Director with daily duties and tasks lists of the Senior Center.

**Required Experience and Training**

Minimum of three (3) years of unrestricted driving experience with a clean driving record.

Possess valid Kansas Driver’s License.

Must be able to read, speak, and write the English language sufficiently to communicate with the general public, to understand traffic signs and signals in the English language.

Proficient in Microsoft Word, Excel, and Publisher.

**Preferred Experience and Training**

Successful completion of high school, GED or equivalent.

Experience in a customer service role.

Offers of employment are contingent upon passing a pre-employment computer skills test, pre-employment physical, which includes drug screening, and upon satisfactory evaluation of the results of a criminal record check, including past 3 years driving record.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The City of Mulvane and MCAT complies with federal and state disability laws and makes reasonable accommodations for applicants and candidates with disabilities. If reasonable accommodation is needed to participate in the job application or interview process, please contact Lachelle Tootle at [Ltootle@mulvane.us](mailto:Ltootle@mulvane.us).

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 accommodations may be made to enable individuals with disabilities to perform the essential functions upon request.

The City of Mulvane and MCAT are Equal Employment Opportunity (EEO) employers and welcome all qualified applicants. Applicants will receive fair and impartial consideration without regard to race, sex, color, national origin, age, disability, veteran status, genetic data, gender identity, sexual orientation, religion, or other legally protected status.

**To apply submit resume in person or by email to ltootle@mulvane.us or complete application at City Hall, 211 N. Second St., Mulvane, KS 67110**