



## STUDENT EMPLOYMENT

**Title:** Driver/Dispatcher

**Area:** CU NightRide

**SA Level:** SA I

**Pay Rate:** \$15.00/hour

**Schedule:** 10-20 hours per week

Must be enrolled for 6 credit hours (undergraduate students), 3 credit hours (graduate students)

**Work Study:** Welcomed, but not required

**Application Deadline:** Open until filled

### Description of work area

CU NightRide is a student-operated program dedicated to meeting the safety needs of CU students, faculty and staff by providing nighttime transportation. The program's goal is to support a safe academic and socially responsible environment both on campus and in the Boulder community. CU NightRide services all areas within Boulder's city limits and is free for CU students, faculty and staff.

### Position description

The CU NightRide driver/dispatcher serves two primary functions: dispatching or driving. As a driver, students will be expected to drive CU Boulder students, faculty and staff within the Boulder city limits who have requested a ride. As a dispatcher, students will take calls and submit ride requests into the ride-sharing program. This position reports to all student managers and the CU NightRide director.

### Position duties and responsibilities

#### General

1. Provide equitable, safe and inclusive service to all clients while dispatching or driving.
2. Engage with all clients in a polite and respectful manner whether dispatching or driving.
3. Submit weekly availability to the CU NightRide Director.
4. Identify coverage for any scheduled shift and communicate any changes (or issues with finding coverage) to the manager-on-duty or the director.
5. Maintain a minimum availability of two full shifts a week and two full-weekend shifts a month.
  - a. Full shifts can be 5-8.5 hours a night.
  - b. Half shifts can be 2-4.5 hours a night.
  - c. Staff members can have a mix of full and half shifts to meet their scheduling requirements.

6. Complete all UMC and CU NightRide required trainings, retreats and onboarding tasks by their associated deadlines.
7. Attend all required CU NightRide staff meetings.

### **Driving**

1. Evaluate the vehicles to ensure that any issues/damages are identified before and after shift, and that all supplies are present.
2. Abide by all state and federal traffic laws while driving. You are responsible for any tickets issued during shift unless it is the fault of equipment or the vehicle. This will be determined by the NightRide assistant director of vehicle operations.
3. Ensure that vehicle is fueled/charged as determined by the NightRide manager on duty.
4. Remove any trash from the vehicle after shift to maintain a clean environment.
5. Take any lost-and-found items back to the UMC after each shift.
6. Confirm the identity of clients by asking for their Buff OneCard or IdentiKey before letting them into the vehicle.

### **Dispatching**

1. Ensure that all calls are answered in a quick and concise manner.
2. Collect ride information from the client and submit it into TransLoc/OnDemand for the drivers.
3. Monitor the TransLoc/OnDemand navigation screen to ensure that all vehicles are operating and moving.
4. Log all called-in rides and the associated IdentiKeys for those rides to ensure clients are current CU Boulder students, faculty or staff.
5. Log all driver breaks and the associated times that breaks were taken and when they ended.

### **Required skills**

1. Confident and safe behind the wheel.
2. Friendly, courteous, non-judgmental, and caring.
3. Skilled at multitasking.
4. Able to serve as dispatcher and as a driver.

### **Preferred skills**

1. Patient
2. Good communicator
3. Quick learner
4. Desire to contribute to the NightRide mission, not just looking for another job
5. Team player
6. Responsible and dependable
7. Adequate knowledge of Boulder

## **Learning outcomes**

The UMC is dedicated to supporting the learning and development of the whole student. We strive to provide training opportunities as well as coaching and evaluation feedback for all of our student employees. The UMC also understands that student learning and development is a dynamic process and the student holds the responsibility for engaging in these opportunities. While at the UMC, you can expect to gain experience in the following areas:

- Communication and interpersonal skills: practice active listening and receiving feedback, engage in empowered conversations with supervisors and colleagues, create clear and effective communications in person and in writing, and learn to positively represent the UMC and our mission.
- Problem solving: proactively address issues in your work area and develop critical thinking abilities, conflict and crisis skill management, seek support from your team, develop confidence and autonomy in your role and follow through on projects.
- Professionalism and leadership: Exhibit responsible decision-making and personal accountability. Dressing appropriately for your role, exercising leadership in job responsibilities, practice with professional development, following UMC professional guidelines for timekeeping, work hours and working with the public, practice with time keeping software.
- Creating a safe and inclusive environment: learning to encourage and promote a welcoming environment in the UMC, attending Diversity trainings, contributing to creating inclusive spaces and supporting the Division of Student Affairs inclusion statement.

## **Job-specific learning outcomes**

1. Student will be able to manage personal time in order to maintain consistent availability for role.
2. Student will be able to develop customer service and communication skills with clients.
3. Student will be able to apply principles of conflict management to resolve challenges.
4. Student will be able to positively represent the program and uphold the mission of safe transportation.

## **Required trainings for position**

1. CU: Defensive Driving
2. CU: Discrimination and Sexual Misconduct
3. CU: Campus Security Authority
4. Diversity training
5. New Student Employee Orientation (NSEO)
6. ADA Vehicle Management

**To apply for this position, you must** fill out an application by visiting the UMC Jobs website at [www.colorado.edu/umc/jobs/student](http://www.colorado.edu/umc/jobs/student).

**Job contact**

Jayro Rocha Tejada, Assistant Director of Employee Development

[Jayro.RochaTejada@colorado.edu](mailto:Jayro.RochaTejada@colorado.edu)

**Mission statement**

As the heart of campus, the UMC supports students' academic success by providing opportunities for student involvement, leadership development and entertainment in a welcoming and inclusive environment.

**UMC values**

The following core values guide the decision-making and planning of the

UMC: • Diversity and inclusivity

- Engagement with the CU Boulder community
- Honoring veterans
- Quality facilities, programs and services
- Student development
- Sustainability

**Student Affairs inclusion statement**

The Division of Student Affairs values the diverse backgrounds, histories, identities and life experiences of every member of our community. We strive toward inclusive excellence in making our policies, processes and actions socially just and equitable. We celebrate and embrace differences. We are committed to welcoming and including diverse groups and perspectives in building a climate in which all members can thrive in an environment where they feel at home, welcome and safe.

**The UMC is an equal opportunity employer**

The UMC does not discriminate in any condition of employment on the basis of race, color, national origin, sex, age, disability, creed, religion, sexual orientation or veteran status.

**Background checks**

The University of Colorado Boulder is committed to providing a safe and productive learning and living community. To achieve that goal, background checks may be conducted.