

DISPATCHER II

DISTINGUISHING FEATURES OF THE CLASS: This is scheduling and routing work of a moderately complex nature which involves the assignment of motor vehicles and drivers in a moderately-sized program involving the transportation of the elderly, physically and/or visually handicapped and the like in county-owned and leased buses where regular modes of transportation are not available and individuals are deemed eligible for service. In the Department of Social Services, passengers may include Medicaid patients. The work is performed under the direct supervision of a transit operations supervisor. Supervision is exercised over a moderate number of Municipal Bus Drivers and in Social Services over Municipal Bus Drivers and Chauffeurs. Does related work as required.

TYPICAL WORK ACTIVITIES:

Prepares daily driver schedules and makes assignments;
Receives and transmits written messages and voice messages by telephone and two-way radio;
Determines eligibility and priority of riders and schedules same;
Instructs drivers in the proper operation and care of vehicles used in local transit program;
Maintains driver and vehicle records;
Prepares and maintains accident reports and records;
Collects revenue from drivers and maintains records of same;
Conducts in-service training for drivers to increase their sensitivity towards the handicapped and/or elderly;
Insures that vehicles are ready for operation on a daily basis;
Checks fuel, oil and water levels daily;
Reports when vehicles need service;
Reports need for base and mobile radio equipment repairs;
May operate vehicles on an emergency basis.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the geographic area to be served and public transportation available therein; good knowledge of principles necessary to schedule and route motor vehicles in a moderately-sized transportation program; good knowledge of the operation, care and maintenance of light motor vehicles; good knowledge of related safety practices and procedures and standard automotive terminology; ability to plan bus routes and assign drivers to same; ability to direct a group of employees; ability to maintain records and prepare reports; ability to operate light motor vehicles.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and two (2) years of paid work experience in the scheduling, routing and assigning vehicles and drivers in an activity such as transit, warehousing, production, etc.

NOTES:

1. Additional experience may be substituted for schooling on a year-for-year basis.
2. Two (2) years of experience in the operation of light motor vehicles as a Chauffeur, Taxi Driver or related position involving scheduled vehicle runs may be substituted for one (1) year of the required experience.

SPECIAL REQUIREMENT: When vehicle operation is required, possession of a valid motor vehicle license appropriate for the kind and size of motor vehicle to be operated.

R.C.D.P. (12.05.1985) 07.24.2015 - Job specification may be subject to further revision
Competitive