

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 that provides transportation to individuals with disabilities, Medicaid recipients and senior citizens over 60 years of age in county-owned and leased buses where regular modes of transportation are not available and individuals are deemed eligible for service. The work is performed under the direct supervision of the Coordinator, Trips Operations or a higher-level administrator. Supervision is exercised over a moderate number of Municipal Bus Drivers. Does related work as required.

TYPICAL WORK ACTIVITIES:

Prepares daily driver schedules and makes assignments through a computer aided dispatch (CAD) system;
Receives and transmits written and voice messages by phone, two-way radio and electronic communication (e.g., Mobile Data Terminals), etc.;
Determines eligibility and priority of riders and creates schedules using CAD system;
Instructs drivers in the proper operation and care of vehicles used in local transit program;
Maintains written and computerized driver and vehicle records;
Prepares and maintains written and computerized accident reports and records;
Collects and maintains records of revenue;
Conducts in-service training for drivers to heighten their sensitivity when servicing the disabled and/or senior citizens;
Ensures that vehicles are ready for operation on a daily basis;
Conducts routine checks of fuel, oil and water levels;
Reports to a supervisor when vehicles require service or need base and mobile radio equipment repairs;
Assists with handling customer calls and updating client information as needed;
May operate vehicles on an emergency basis.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the Rockland County area 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; working knowledge of arithmetic; ability to plan and assign drivers to bus routes; ability to successfully use computerized scheduling and routing software*; ability to read and understand maps; ability to supervise the work of others; ability to maintain records and prepare reports; ability to use computer applications such as spreadsheets, word processing, e-mail and database software*; ability to establish and maintain cooperative relations with others, including the public; 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 scheduling, routing and assigning vehicles and drivers in an activity such as transit, warehousing, production, etc. using a computer aided dispatch system.

(over)

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: Possession of a valid driver's license appropriate for the kind and size of motor vehicle to be operated. The appointing authority shall have the responsibility for the verification of the driver's license which may be checked throughout the course of employment in this title.

*To be demonstrated during the probationary period.