

CHIEF DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS: This is primarily scheduling and routing work of a complex nature which involves overseeing and developing plans for the assignment of motor vehicles and drivers in a moderately-sized program involving the transportation of the elderly, physically and/or visually handicapped in county-owned and leased buses where regular modes of transportation are not available and individuals that are deemed eligible for service. The work differs from that of Dispatcher II in the overall responsibility for scheduling and routing decisions and preparation of the most complex schedules. The work is performed under the direct supervision of a transportation administrator, and supervision is exercised over a number of Municipal Bus Drivers and Dispatchers. Does related work as required.

TYPICAL WORK ACTIVITIES:

Develops guidelines and procedures for the preparation of daily driver schedule and assignments;
Prepares master routing plans and revises same, when appropriate;
Prepares the more complex daily driver schedules;
Receives and transmits written and voice messages by telephone and two-way radio and resolves problems (e.g. cancellations) when necessary;
Inspects fleet of vehicles (medium size) on a daily basis in order to ensure that wheelchairs lifts, doors, safety equipment, etc., are in proper working order and resolves problems (e.g. rearranges routes, perform minor emergency repairs);
Maintains bus maintenance schedules and arranges for inspections and maintenance as required and when necessary;
Maintains maintenance records and performs spot checks of buses in order to ensure adherence to required standards of maintenance;
Determines eligibility and priority of riders and schedules same;
Trains drivers in the proper operation and care of vehicles used in the local transit program and conducts in-service training for employees to foster sensitivity and develop awareness about the special needs of the elderly;
Maintains liaison with agencies supervising the elderly and handicapped;
Receives and responds to in-person and telephone complaints;
Prepares and maintains accident reports and records;
Collects, verifies and records passenger revenues collected by drivers;
Operate buses and other motor vehicles, when necessary;
May act for and in place of the Coordinator of TRIPS Operations, in his absence and in accordance with his instructions.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of principles necessary to schedule and route vehicles in a moderately-sized transportation program; thorough knowledge of the geographic area to be served; thorough knowledge of the operation, care and maintenance of motor vehicles used in the County Transportation Program; good knowledge of related safety practices and procedures and standard automotive terminology; ability to supervise the work of others; ability to maintain records and prepare reports ability to operate motor vehicles used in the County Transportation Program.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma and three (3) years of paid work experience in scheduling, routing and assigning vehicles and drivers in an activity such as transit, warehousing, production, etc.

(over)

NOTE:

1. Additional experience may be substituted for schooling on a year-for-year basis.
2. Two (2) years of experience in the operation of motor vehicles as a Chauffeur, Taxi Driver, Bus 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.

PROMOTION: One (1) year of permanent status as a Dispatcher II.

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Competitive

06.21.2024 New York State Civil Service approved Non-competitive title in the NY HELPS Program.