

## **DISPATCHER I\***

**DISTINGUISHING FEATURES OF THE CLASS:** The position is responsible for scheduling and managing bus routes for a mini-bus transportation program. The work involves assigning and scheduling bus drivers, addressing customer inquiries and concerns and ensuring service is provided in a timely and efficient way. The work is performed under the general supervision of a Transit Operations Supervisor, or a higher-level administrator and work guidance is provided to the Municipal Bus Drivers. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Schedules and manages bus routes for pick-up and drop-off of passengers;  
Assigns bus drivers to their designated routes while maintaining records of schedules and routes;  
Notifies, updates and instructs drivers on route changes as needed;  
Monitors the status and location of buses and drivers (e.g., using GPS);  
Manages incoming calls and emails, addresses public inquiries and resolves issues;  
Maintains daily financial records for revenue generated from fares and ticket sales;  
Prepares a variety of reports (e.g., service and maintenance, bus performance, incident reports, etc.);  
Provides work guidance to others (e.g., Municipal Bus Drivers);  
May assist with payroll preparation;  
May instruct drivers in the correct operation and maintenance of buses;  
May drive a bus.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of principles and practices necessary to schedule and route vehicles in a transportation program; good knowledge of the operation and maintenance of vehicles; good knowledge of related safety practices and procedures; ability to plan and assign drivers to routes; ability to read and understand maps; ability maintain records and prepare reports; ability to establish and maintain cooperative relations with others; ability to understand and carry out oral and written instructions.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of an equivalency diploma and one (1) year of paid work experience in dispatching, scheduling routes and assigning vehicles to drivers.

**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.

\*This reflects a retitling of Dispatcher.