

DISPATCHER

Department: Human Services
Classification: Non-Competitive
Specification Number: 0300
Approved: 4/28/23
Revised: By JG

MINIMUM QUALIFICATIONS

Graduation from a standard senior high school or possession of a high school equivalency diploma.

NECESSARY SPECIAL REQUIREMENTS

At the time of appointment and during employment in this title, candidates must possess a valid New York State driver's license appropriate to the vehicles used.

DISTINGUISHING FEATURES OF THE CLASS

Under general supervision, an employee in this class is responsible for coordinating and implementing bus scheduling; including departures, stops, and arrivals for Minibus drivers providing transportation for Senior Citizen Centers. Responsibility is included for setting work schedules, dispatching drivers, and answering the office telephone to accept requests for transportation. Work is reviewed through conferences and evaluation of user satisfaction. Responsibility is included for maintaining a daily log of all calls received and transmitted. Routine clerical duties may be performed in accordance with the departmental needs. Does related work as required.

TYPICAL WORK ACTIVITIES

Operates a two-way radio communication system to dispatch Minibus drivers;
Receives telephone calls from Senior Citizens requesting bus transportation and transmits messages to drivers in the program;
Schedules vehicles and drivers to cover bus routes;
Assists in planning bus loads, stops, routes, and schedules for minibus drivers;
Supervises the cleaning of buses;
Maintains daily records of all transmissions;
Plans, schedules, and assigns drivers for special transportation;
Adds and deletes pickups to meet the needs of Senior Citizens.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

Thorough knowledge of Town geography and roads; considerable knowledge of all routes and bus stops; ability to learn the regulations and procedures; knowledge of all rules, regulations, and policies relative to transportation; ability to establish and maintain effective working relationships with associates; ability to learn the practices and procedures of using a two-way radio system; ability to react quickly and calmly in emergencies; ability to transmit messages with good diction and a clear speaking voice.