

TRANSPORTATION DISPATCHER

483-F

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for scheduling vehicle assignments and efficiently maintaining a system of routing in a transportation system, including the dispatch of drivers and vehicles by means of cellular and/or landline telephone systems. The position will also involve route scheduling, record keeping and other duties as may be required. Work is performed under general supervision of the Director of Transportation, with leeway for independently performing most job tasks.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Prepares time and route schedules and insures timely departures and arrivals;

Utilizes a computerized routing system;

Operates a personal computer using standard database and spreadsheet applications;

Conducts reviews and studies of routes to determine route changes;

Determines routes to be followed by drivers;

Assists in preparation of transportation reports, records, and maps of routes;

Arranges for call in of substitute drivers and coordinates scheduling of drivers to fulfill transportation requirements;

Receives and handles complaints;

Records and files complaints and accident reports;

Performs light bookkeeping duties as required;

May assist in scheduling the training of new drivers;

May be required to drive a motor vehicle for the transport of passengers, as needed;

Gives written/oral road tests to bus drivers so they are able to maintain their 19-A Certification;

Maintains a variety of records, files, and logs relating to transportation activities, must be certified under New York State Motor Vehicle & Traffic Law Section and meet all 19-A requirements as a certified examiner;

Reviews driving records of 19-A drivers to ensure compliance and file an affidavit of 19-A with DMV annually; and

Administers written/oral road test to Department bus drivers to ensure they maintain their 19-A.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL

CHARACTERISTICS: Good knowledge of standard transportation methods used in the operation of motor vehicles used in the transportation of passengers; good knowledge of the regional geography and road or highway systems; good knowledge of scheduling and dispatching requirements and practices; ability to provide direction to drivers; ability to get along well with others; ability to prepare reports and maintain records; ability to understand and follow oral and written directions; ability to prepare transportation routes; some clerical aptitude, including basic computer experience; good hearing and clear diction; courtesy and dependability; safety consciousness.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's Degree and one (1) year of experience as a Certified Examiner operating a bus or in a position which involved scheduling time and work assignments; or

- (B) Graduation from high school or possession of an equivalency diploma and (3) three years of experience as a Certified Examiner operating a bus and or in a position which involved scheduling time and work assignments; or
- (C) Four (4) years of experience as described in (A) and (B) above.

NOTE: Certain jurisdictions may require the candidate to possess the appropriate level Motor Vehicle Operator's License at the time of appointment.

For county appointments: Candidate must be certified under the NYS Department of Motor Vehicle Article 19-A Certification Program as a certified examiner.

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Last Reviewed: 3/6/2023

Jurisdictional Class: competitive

Public Hearing: N/A

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