



**Alameda Contra Costa Transit
District**

Chief Dispatcher- DRAFT

Exhibit-A

Class Code	FLSA Status	EEO-CAT	Rep Status	Salary Grade	Effective Date	Res. #
505	Non-Exempt	6 – Administrative Support	ATU	ATU-TRN 10	7/14/2021	21-024

DEFINITION: Under general directionsupervision, assigns the daily work detail for the Bus Operators and may provide technical and functional direction to assigned Division staff, assigns the daily work detail for Bus Operators and the Dispatcher staff at a Division; and supervises and assists Dispatchers. ~~This is the advanced, lead-level within the Dispatcher series. Incumbents at this level participate in the more difficult and complex dispatching activities and are expected to operate with a significant degree of independence and possess extensive knowledge of regulations, policies, and procedures of the District's dispatching functions.~~

The Chief Dispatcher classification is distinguished from the Dispatcher in that the former is required to successfully complete the Chief Dispatcher Relief Training and by the lead level responsibilities assigned to the position.

REPORTS TO: A Transit Office Manager, or designee.

REPRESENTATIVE FUNCTIONS may include, but are not limited to the following:

- Assigns the daily work detail for the Bus OperatorsDrivers and Dispatcher staff of the assigned Division and shift; ~~and may provide lead-level supervisiones the work of to~~ Dispatchers on the assigned shift that includes training, organizing and prioritizing work assignments, reviewing the quality of the work to ensure accuracy and completion of the assigned tasks.
- Posts the weekly Detail List for Bus Operators and Dispatchers; ~~runs the daily Extra-Board list;~~ opens the run form, and assigns all open runs and ~~fragsfragmentary (frag)s.~~
- Maintains complete, current, and cumulative daily records of all absences and vacation time for Bus Operators and Dispatchers.
- Returns Bus Operators to active service from sick leave or other absences.
- Learns, maintains, and applies knowledge of all coaches assigned to the Division, as well as all routes, runs, and ~~fragsfrags;~~ and keeps abreast of all service changes and bulletins.
- Applies applicable provisions of the ATU Collective Bargaining Agreement.
- Assigns Bus Operators to training classes, as needed.
- Performs the duties of Dispatcher, ~~and uses two-way radio and telephone communication~~ stools used for dispatching functions as required.
- Performs related duties as required.

MINIMUM QUALIFICATIONS

Knowledge of: District operations; District route and fare structures; the current Collective Bargaining Agreement; Personnel rules and Regulations; ~~and~~ extra-board and timekeeping procedures; principles of providing technical and functional direction and training; principles and practices of employee supervision, including work planning, assignment, review, and evaluation, and the training of staff in work procedures;s principles and practices of records management and retention; modern office procedures, equipment, and technologies including, personal computer, computerized systems, and communication tools used for dispatching functions and task coordination; proficiency in English usage, grammar, spelling, vocabulary, and punctuation; techniques for providing a high-level of customer service by effectively working with the public, vendors, contractors, and District staff.-

Ability to: Learn and maintain detailed knowledge of a Division's assigned coaches, routes, runs, and ~~fragsfrags;~~ operate a two-way radio system; use standard office equipment including a personal computer in a Windows environment at a basic level of proficiency; use become proficient applicable softwares and technologies utilized for dispatching functions;on the Operator Timekeeping System (OTS) and Transportation Information System (TIS) following training; communicate clearly and effectively both orally and in writing; interact and address problems,



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concerns, and emergencies with Bus Operators, Transportation Supervisors, other District personnel, and the general public accurately and courteously in a timely manner~~under time restrictions~~; and establish and maintain effective working relationships with other District personnel in a fast-paced environment using principles of good customer service.

Education: ~~Equivalent to completion of the 12th grade~~ Graduation from high school or has attained a General Education Diploma (GED), California High School Proficiency Certificate or equivalent.

Experience:

Experience: Five (5) years experience as a full-time Bus Operator with the AC Transit District, with no previous discipline for altercations with co-workers or customers and two (2) years as a full-time AC Transit Dispatcher. ~~Incumbents must have successfully completed the Chief Dispatcher Relief Training; followed by a minimum of one (1) year as a full-time AC Transit Dispatcher.~~

License and Certification(s): ~~None.~~ Must possess or obtain and maintain a Class C California Driver License, and meet the District's safe driving standards.

Physical Requirements: (1) Must maintain the physical ability necessary to perform tasks in an office setting, operating computers, keyboards, and other peripheral equipment. (2) Must maintain the physical mobility necessary to transport oneself to various locations around the District.

Special Requirements: Must be flexible regarding daily work hours and days off. Must be willing to: (1) work outside regular business hours as required. (2) Must successfully complete the Chief Dispatcher Relief Training.

Established Date: 04 30 2003 (Res. #N/A)