



**Alameda Contra Costa Transit
District**

Dispatcher- DRAFT

Exhibit-B

Class Code	FLSA Status	EEO-CAT	Rep Status	Salary Grade	Effective Date	Res. #
530	Non-Exempt	6 – Administrative Support	ATU	ATU-TRN 09	7/14/2021	21-024

DEFINITION: Under general supervision, coordinates the scheduled operations of the District's fixed-route vehicles using communication tools used for dispatching functions, two-way radio and telephone communications. This is the entry-level within the Dispatcher series. Initially, under close supervision, incumbents receive training and learn policies and procedures, specific methods, and regulations relevant to performing the dispatching functions and activities. There are two (2) levels within the classifications series, which are distinguished from one another by the technical complexity of the assigned duties and the level of discretion and independent judgment exercised.

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:

- Dispatches proper series buses to prescheduled, fragmentary (frag), or split runs.
- Provides route directions and scheduling information to Bus Operators on new or unfamiliar lines, and other vital information using principles of good customer service.
- Conducts "yard checks" at designated times, confers with Maintenance Supervisors regarding missing coaches, and assigns buses accordingly.
- Ensures assignments are picked up on time, maintains fill sheets by opening and filling assignments, and enters pertinent data into the time and attendance system ~~Operator Timekeeping system (OTS).~~
- Completes fill-sheets and defect cards, ensures accuracy and proper order of information, and enters adjustments and other pertinent information into the asset maintenance system ~~Transportation Information System (TIS).~~
- Records absences and changes to Bus Operator's assignments, assigns Operators to open work, and completes miss and sick slips as incidents occur.
- Maintains two-way ~~communications~~ with Bus Operators, other Dispatchers, Transportation Supervisors, Superintendents, and Maintenance department personnel.
- Maintains all necessary materials in drivers' pouches, in accordance with all required operating procedures.
- Distributes daily mail and lost-and-found tags to Operators.
- Processes reports for all incidents, and accidents that occur during assigned shifts, updates vehicle information ~~(XFR)~~, fills out all required District forms and paperwork; and distributes reports and forms to appropriate departments.
- Responds to phone calls, and provides assistance and information to Bus Operators and other staff.
- Distributes BART tickets to Operators traveling to the San Francisco terminal and other locations, as needed.
- Maintains and updates records, such as lists of lost property, detours, and District property damaged along routes; and may process lost items.
- May distribute forms, and process industrial injury forms when division clerical staff is not available
- 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 ~~Must have familiarity with personal computers in a Windows environment at a basic level of proficiency.~~ District operations; District route and fare structures; the current Collective Bargaining Agreement; Personnel rules and Regulations; extra-board and timekeeping procedures; 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;



Alameda Contra Costa Transit District Classification Specification

Dispatcher

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 frags; adhere to all District procedures; ~~operate a two-way radio system~~; use standard office equipment including a personal computer in a Windows environment and standard office software at a basic level of proficiency; ~~become proficient on the Operator Timekeeping System (OTS) and Transportation Information System (TIS) following training~~ use applicable softwares and technologies utilized for dispatching functions; communicate clearly and effectively both orally and in writing; interact and address problems, concerns, and emergencies with Operators, Transportation Supervisors, other District personnel, and the general public accurately and courteously under time restrictions; and establish and maintain effective working relationships with other District personnel in a fast-paced environment using principles of excellent 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: 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, consistent with provisions of the Collective Bargaining Agreement. Knowledge of extra-board and timekeeping procedures is desirable.

~~License and Certification(s):~~ Must possess or obtain and maintain a Class C California Driver License, and meet the District's safe driving standards.

~~Dispatcher Trainee~~ – ~~Bus Operator incumbents or Division office employees chosen by seniority to participate in the Dispatcher training program will be assigned to the various shifts during the forty (40) day training period, during which time Trainees must learn, and demonstrate the ability to perform all of the essential functions of a Dispatcher, as specified for each shift. Successful completion of the Dispatcher Trainee program is required for inclusion on the Qualified Temporary Dispatcher list.~~

~~Dispatcher~~ – ~~Qualified Temporary Dispatchers may bid to work on temporary or permanent vacancies in order of seniority, and will perform the representative functions of this classification.~~

Physical Requirements: (1) Must maintain the physical condition necessary to perform tasks in an office setting operating a personal computer, keyboards, and other peripheral equipment; (2) possess physical mobility in order to move frequently within the transportation offices, and the Division facility; ~~and (3) Must pass a hearing test as part of a Department of Transportation (DOT) physical examination.~~

Special Requirements: Successful completion of the Dispatcher Trainee program is required for inclusion on the Qualified Temporary Dispatcher list.



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Dispatcher - Qualified Temporary Dispatchers may bid to work on temporary or permanent vacancies in order of seniority, and will perform the representative functions of this classification.

Established Date: 05 2009 (Res. #N/A)