

BUS DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for dispatching, database maintenance and record keeping in the county rural transportation office. The work is carried out in accordance with established procedures and involves responsibility for routine dispatching and office clerical responsibilities utilizing electronic data processing equipment and software. Work is performed under the general supervision of a higher level employee with leeway allowed in the performance of work details. The incumbent may perform minor building and vehicle maintenance tasks as needed. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representatives 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.

Answers the telephone to take requests for transportation services;

Operates two way radio equipment relaying messages to bus drivers and responding to driver requests for assistance;

Maintains records of mileage, routes, times and incidents;

Prepares and maintains maps of routes and pick-up points;

Adds, deletes and updates various records in a database;

Looks up records in a database and writes down information from the records;

Prepares various reports from the database;

Designs and creates various database applications;

Performs manual record keeping duties;

May perform housekeeping functions such as mopping, sweeping and emptying wastebaskets;

May perform minor building or vehicle maintenance tasks;

May shovel snow from sidewalks and roadways.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the geography of the county; ability to operate two way radio equipment; ability to get along well with others; ability to maintain records both manually and using electronic database software; ability to understand and carry out oral and written instructions; mental alertness; dependability; good diction; tact; courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Graduation from high school or possession of a high school equivalency diploma; and one year of full-time experience involving the use of two way radio equipment and electronic database software; **OR**
- B. Two (2) years of full-time experience as described in A above.

Note: Part-time and verifiable volunteer experience are credible on a pro-rated basis.

ULSTER COUNTY
0950 BUS DISP
Classification: Competitive
0951 BUSDIS HLP
Classification: Non-Competitive
Grade: 10
Union: CSEA

Adopted: November 6, 1981
Revised: December 9, 1998
Grade reallocated 1/1/2023