



Chief Dispatcher

Class Codes	Salary Grade	Represented Status	EEO Category	FLSA Status	Effective Date	Pages:
505	Transportation - 10	ATU	6 – Administrative Support	Non-exempt	4/30/03	1 of 1

DEFINITION: Under general supervision, assigns the daily work detail for Bus Operators and the Dispatcher staff at a Division; and supervises and assists Dispatchers.

REPORTS TO: A Transit Office Manager, or designee.

ESSENTIAL FUNCTIONS: Duties/functions of this classification may, but are not limited to the following:

- Assigns the daily work detail for Bus Drivers and Dispatcher staff of the assigned Division and shift, and supervises the work of Dispatchers on the assigned shift.
- 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 frags.
- Maintains complete, current, and cumulative daily records of all absences and vacation time for Bus Operators and Dispatchers.
- Learns, maintains, and applies knowledge of all coaches assigned to the Division, as well as all routes, runs, and frags; 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 communications 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.

Ability To: Learn and maintain detailed knowledge of a Division's assigned coaches, routes, runs, and frags; operate a two-way radio system; use standard office equipment including a personal computer in a Windows environment at a basic level of proficiency; become proficient 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, 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 good customer service.

Education: Equivalent to completion of the 12th grade

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; followed by a minimum of one (1) year as a full-time AC Transit Dispatcher.

Special Requirements: Must be flexible regarding daily work hours and days off.

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This Class Specification is intended to present a descriptive list of the range of essential functions performed by an incumbent in this class, but is **not** intended to reflect all duties performed within the job.

Rev 4/30/03
Last Revision
9/82

APPROVED BY RICK FERNANDEZ, GENERAL MANAGER –(DATE)