

FAIRFIELD COUNTY

JOB TITLE: OFFICE ASSISTANT / DISPATCHER
TRANSIT SYSTEMGENERAL STATEMENT OF JOB

Under general supervision, is responsible for receiving requests for transportation and efficiently dispatching buses. Performs various related clerical duties including answering general calls to the Department, preparing schedules for drivers and for charter trip routes, reviewing drivers' sheets, maintaining records, completing reports, maintaining adequate inventory of driver supplies, etc. Reports to the Transit System Director.

SPECIFIC DUTIES AND RESPONSIBILITIESESSENTIAL JOB FUNCTIONS

Is responsible for receiving requests for public transportation in the County and for efficiently dispatching buses as appropriate.

Prepares drivers' local schedules as well as schedules for charter trips.

Prepares client information sheets.

Reviews and makes necessary corrections on driver sheets.

Assists with counting fare box revenue.

Maintains Departmental records and completes various reports as required including fuel usage records, mileage records, inspection sheets, monthly route analysis reports, damage reports, weekly tally sheets, etc.

Schedules buses for cleaning and reports any mechanical problems.

Maintains an adequate inventory of driver supplies.

Is responsible for assisting the drivers with safety regulations, procedures, and practices to ensure safe, adequate, and satisfactory service to the public.

Responds appropriately to general phone calls to the Department.

Attends required periodic training sessions and seminars.

Operates/utilizes a variety of types of office equipment including calculator, copier, typewriter, computer, general office supplies, two-way radio, etc.

ADDITIONAL JOB FUNCTIONS

Fills in for drivers as required.

Performs other related duties as required.

MINIMUM TRAINING AND EXPERIENCE

High school diploma and one to two years of experience in telecommunications operations, bookkeeping, general office work, or any equivalent combination of education and experience which provides the required skills, knowledge, and abilities. Must have six years of driving experience, possess a good driving record, possess a Class B Commercial Driver's License, and have a negative drug test as required to fill in for drivers.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a motor vehicle and a two-way radio as well as a variety of types of office and other equipment including computer, typewriter, copier, etc. Must be physically able to exert up to ten pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Position involves mostly sedentary work, but may require walking, standing, reaching, stooping, etc. for brief periods of time. Must be able to lift and/or carry weights of approximately twenty pounds.

Data Conception: Requires the ability to compare and/or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes the receiving of information and instructions from supervisor.

Language Ability: Requires the ability to read and comprehend a variety of documents and reports. Requires the ability to prepare various documents and reports such as route analysis reports, weekly tally sheets, charter trip logs, inspection sheets, gas logs, damage reports, etc., using the proper format, punctuation, spelling and grammar, and using all parts of speech. Requires the ability to communicate with co-workers, drivers, mechanics, sales reps, passengers, etc. with poise, voice control, and confidence.

Intelligence: Requires the ability to apply principles of rational systems such as communications, accounting, etc., in order to solve problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form.

Verbal Aptitude: Requires the ability to record and deliver information and to follow verbal and written instructions.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; add, subtract, multiply, and divide numbers; utilize decimals and determine percentages; and determine time and weight.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes in utilizing office and communications equipment. Must be able to operate a motor vehicle.

Manual Dexterity: Requires the ability to handle a variety of items, control knobs, switches, etc. Must have moderate levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond receiving instructions. Must be adaptable to performing under moderate stress when confronted with an emergency.

Physical Communication: Requires the ability to talk and/or hear (talking - expressing or exchanging ideas by means of spoken words; hearing - perceiving nature of sounds by ear.)

PERFORMANCE INDICATORS

Knowledge of Job: Is able to speak clearly and concisely in receiving and transmitting messages. Is able to communicate with customers and others effectively and in a pleasant manner, projecting a positive image. Is knowledgeable of policies and procedures governing the Transit System. Knows how to operate and care for short wave radio, computers, and other office machines, etc. Knows Departmental rules and regulations and is able to follow same. Knows of records and reports which have to be maintained/prepared and is able to do so accurately and efficiently. Has thorough knowledge of the organization of the Department. Has knowledge of the layout of the county roads and of the locations of the various neighborhoods as required in scheduling routes. Has good accounting skills; is able to complete mathematical calculations accurately and quickly. Is able to use independent judgment in routine situations. Is able to work under stressful conditions involving meeting tight deadlines and performing work that requires constant attention. Has the skills required in driving a transportation vehicle. Is able to follow all safety rules and regulations and general rules of the road.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts with all County departments and divisions, co-workers and the general public.

Quantity of Work: Maintains effective and efficient output of all duties and responsibilities as described under "Specific Duties and Responsibilities."

Dependability: Assumes responsibility for doing assigned work and for meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, County policy, standards and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends work regularly and adheres to County policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed

and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with County policy or procedures, etc.

Relationships with Others: Shares knowledge with managers, supervisors and staff for mutual and County benefit. Contributes to maintaining high morale among all County employees. Develops and maintains cooperative and courteous relationships with agency employees, staffers and managers in other departments, representatives from organizations, and the general public so as to maintain good-will toward the County and to project a good County image. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons in order to maintain goodwill within the County. Emphasizes the importance of maintaining a positive image within the County. Interacts effectively with higher management, County Administrator, professionals and the general public.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings, deadlines and events.

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the County and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.