



JOB INFORMATION

Job Code	NB79B
Job Description Title	Dispatcher II, Transportation
Pay Grade	CP05
Range Minimum	\$35,720
33rd %	\$40,490
Range Midpoint	\$42,870
67th %	\$45,250
Range Maximum	\$50,010
Exemption Status	Non-Exempt
Approved Date:	1/1/1900 12:00:00 AM
Legacy Date Last Edited	6/1/2018

JOB FAMILY AND FUNCTION

Job Family:	Campus Services
Job Function:	Campus Safety

JOB SUMMARY

Schedules and dispatches shuttle vehicles as required and responds to requests for shuttle services from students and other individuals. Receives calls for service and forwards to appropriate department or emergency service.

RESPONSIBILITIES

- Schedules and dispatches shuttle vehicles to appropriate locations according to customer requests, specifications, or needs, using two-way radio and telephone.
- Relays work orders, messages, and information to or from drivers, supervisors, and others using telephone and two-way radio; monitors the location and utilization of personnel and equipment to coordinate service and schedules.
- Confers with customers or supervisors to address questions, problems, and requests for service.
- Coordinates with University Parking Services and other University constituents and agencies to ensure safe operation of shuttle vehicles.
- Provides daily reports to supervisors regarding the performance of operational shuttle vehicles; ensures all issues affecting shuttle service operations are communicated to supervisors.
- Receives or prepares work and supply orders; records and maintains files and records of customer requests, work or services performed, charges, expenses, inventory, and other dispatch information.
- Communicates with local law enforcement agencies as necessary regarding emergency situations.
- May serve as back-up shuttle driver.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.
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MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

Education Level	Focus of Education		Years of Experience	Focus of Experience	
High School	High School Diploma or equivalent	And	0 years of	Experience in transportation operations coordination and scheduling.	

Substitutions Allowed for Experience Yes

Substitution allowed for Experience: When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Standard knowledge of office functions.

Working knowledge of Auburn University administrative systems appropriate to the position.

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/Desired	
DL NUMBER - Driver License, Valid and in State		Upon Hire	Required	

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category: Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing					X	
Walking					X	
Sitting					X	
Lifting	X					
Climbing				X		
Stooping/ Kneeling/ Crouching				X		
Reaching				X		
Talking					X	
Hearing					X	
Repetitive Motions					X	
Eye/Hand/Foot Coordination					X	

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold			X		
Extreme heat			X		
Humidity			X		
Wet			X		
Noise			X		

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Hazards			X		
Temperature Change			X		
Atmospheric Conditions			X		
Vibration			X		

Vision Requirements:

Ability to see information in print and/or electronically and distinguish colors.