
Auburn University Job Description

Job Title:	Dispatcher, Transportation	Level I	Grade CP02 \$27,500 - \$37,100
Job Code:	NB79	Level II	Grade CP05 \$33,400 - \$46,800
FLSA status:	Non-exempt		

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.

Essential Functions

1. Schedules and dispatches shuttle vehicles to appropriate locations according to customer requests, specifications, or needs, using two-way radio and telephone.
2. 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.
3. Confers with customers or supervisors to address questions, problems, and requests for service.
4. Coordinates with University Parking Services and other University constituents and agencies to ensure safe operation of shuttle vehicles.
5. Provides daily reports to supervisors regarding the performance of operational shuttle vehicles; ensures all issues affecting shuttle service operations are communicated to supervisors.
6. 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.
7. Communicates with local law enforcement agencies as necessary regarding emergency situations.
8. May serve as back-up shuttle driver.

Supervisory Responsibility

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

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.

Auburn University Job Description

Job Family Levels

Level	Responsibility	Knowledge	Education and Experience*
I	Follows specific procedures. Task variety is limited. Work is performed under close supervision.	Basic knowledge of standard office functions. Communicates with other is limited to exchange of routine information.	High school diploma or equivalent.
II	Tasks are varied and broad. Work is performed under occasional supervision.	Standard knowledge of office functions. Working knowledge of Auburn University administrative systems appropriate to the position.	High school diploma or equivalent plus 2 years. Experience must include at least 2 years at the preceding level or equivalent within Auburn University.

* See the "Minimum Required Education and Experience" section of the job description for any substitutions that may be allowed for education and experience.

Auburn University Job Description

Minimum Required Education and Experience

Level I High school diploma or equivalent.

Level II High school diploma or equivalent plus 2 years. Experience must include at least 2 years at the preceding level or equivalent within Auburn University.

Focus of Education

High School Diploma or equivalent

Focus of Experience

Experience in transportation operations coordination and scheduling.

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions 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 Required Knowledge

See Job Family Levels

Certification or Licensure Requirements:

Valid Driver's License

Physical Requirements/ADA

Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires standing, walking, sitting, reaching, climbing or balancing, stooping/kneeling/crouching/crawling, talking, hearing, handling objects with hands, and lifting up to 25 pounds.

Job occasionally requires and lifting up to 50 pounds.

Vision requirements: Ability to see information in print and/or electronically, ability to distinguish colors.

Date: 6/1/2018
