

Summary of Duties: Dispatches passenger vehicles; assigns, reviews and evaluates the work of employees engaged in the dispatch of passenger vehicles, and the nonmechanical servicing of automotive transportation equipment; directs the operation of one or more large storage garages; applies sound supervisory principles and techniques in building and maintaining an effective work force, fulfills affirmative action responsibilities; and does related work.

Distinguishing Features: An Automotive Dispatcher differs from a Truck and Equipment Dispatcher in that the duties of the latter involve supervising construction equipment operators and determining the type of equipment and operators to dispatch.

An Automotive Dispatcher differs from a Senior Garage Attendant in that the latter is primarily responsible for servicing transportation equipment.

Incumbents in the class of Automotive Dispatcher, as bona fide supervisors, are distinguished from lead workers in that they are responsible for the performance of the full range of supervisory activities including the application of discipline, processing and resolution of grievances, and evaluation of performance.

Examples of Duties: An Automotive Dispatcher:

- * Receives requests for transportation equipment and dispatches suitable vehicles.
- * Supervises, assigns, and inspects the work of a group of employees engaged in the nonmechanical servicing of passenger vehicles and trucks including washing, polishing, lubricating, and tire and battery changing.
- * Supervises the operation of a gasoline dispensing system.
- * Supervises employees engaged in dispatching, storing, and parking passenger vehicles and trucks.
- * Trains employees in non-mechanical servicing and dispatching passenger vehicles and trucks.
- * Conducts new employee orientation.
- * Maintains records and daily reports for all vehicles and work performed.
- * Checks vehicle records for adherence to preventative maintenance.
- * Orders and verifies inventory including office equipment, stationery, fuel, oil, lubricants, tires, batteries, car washing supplies, and oil filters.
- * Issues appropriate and safe equipment to user based on passengers, equipment, mileage, age, and condition of car.
- * Records data to keep track of vehicle use and to charge

departments.

- * Records overnight garaging of vehicles.
- * Notifies management of extended use or delinquency of vehicles.
- * Verifies that user is authorized to borrow vehicle and equipment.
- * Instructs users on routes and pickup locations using maps.
- * Evaluates employee job performance and make recommendations on discipline and terminations.
- * Interviews, administers tests, and makes hiring recommendations on candidates for Garage Attendant and Senior Garage Attendant.
- * Responds to and processes employee grievances.
- * Completes accident reports for injury claims.
- * Communicates equal employment/affirmative action information to employees.
- * Applies job-related criteria in selecting, orienting, assigning, training, counseling, evaluating, and disciplining subordinates.
- * Assists employees in preparing for promotion as described in the City's Affirmative Action Program.

May occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

Qualifications: Incumbents must have the following knowledges and abilities:

A good knowledge of:

- * The methods and problems involved in dispatching passenger vehicles.
- * Methods and procedures involved in the nonmechanical servicing and preventive maintenance of automotive transportation equipment.
- * Batteries, tires, and symptoms of an unsafe vehicle.
- * Time required, quality and quantity of work to be performed by subordinates.
- * Behaviors or symptoms which indicate an employee's fitness to perform duties;
- * Supervisory principles and practices, including planning, delegating and controlling the work of subordinates;
- * Techniques of training, instructing, and evaluating subordinate's work performance;
- * Techniques for counseling, disciplining, and motivating subordinate personnel;
- * Procedures for grievance handling;
- * Supervisory responsibility for equal employment opportunity and affirmative action as set forth in the City's Affirmative Action Program;
- * Effective safety principles and practices;

A working knowledge of:

- * Accident and fire prevention methods used in an automotive storage garage.
- * Memoranda of understanding as they apply to subordinate personnel.

A general knowledge of:

- * City personnel rules, policies and procedures;

The ability to:

- * Plan, lay out, supervise, and inspect the work of a group of employees engaged in the nonmechanical servicing of automotive transportation equipment.
- * Make time-saving decisions regarding the dispatching of motor vehicles.
- * Keep time, equipment, location, repair, and servicing records.
- * Instruct drivers in the proper and economical operation of automotive transportation equipment.
- * Deal tactfully and effectively with others.
- * Use, understand, and give directions from city maps.
- * Determine work load, availability of personnel, and time required to complete a job assignment.
- * Perform arithmetic computations.
- * Work under pressure.
- * Communicate tactfully and effectively with others.
- * File alphabetically, numerically, and chronologically.
- * Fill out forms neatly and accurately.
- * Write brief narrative reports.
- * Anticipate future workloads and needs.
- * Schedule work assignments fairly and impartially.
- * Establish and maintain a work environment to enhance both employee morale and productivity.

Minimum Requirements:

Two years of full-time paid experience as a Garage Attendant or in a class which is at least at that level in the nonmechanical servicing of automotive transportation equipment.

Licenses: A valid California driver's license is required.

Physical requirements:

Strength to perform lifting up to five pounds and occasionally over fifteen pounds; good speaking and hearing ability; and good eyesight.

Those with medical limitations may be able to perform the duties of some positions in this class with reasonable accommodation. The decision to accommodate someone's limitations will be made on an individual basis and depends on the types of limitations,

what the hiring department can reasonably do to accommodate them, and the specific qualifications for the job.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all of the duties and responsibilities of any position shall be.