

## NO RTEC JOB SPECIFIC SKILLS COMPETENCY

### DISPATCHER (Motor Vehicle)

DOT: 249.167-014 / O\*NET-SOC 43-5032.00 SVP 5

**Job Description:** Schedule and dispatch motor vehicles and drivers for conveyance of freight or passengers\*; Physical Demands - Sedentary, w/light lifting, carrying, or moving (up to 20 lbs); General Educational Development - R3, M2, L3; Aptitudes - Average General Learning Ability, Verbal, and Clerical Perception.

*\*Note: Does not include emergency vehicles (Police/Fire/Ambulance).*

### CORE SKILL COMPETENCIES/INDICATORS:

1. Can demonstrate ability to accurately receive and record orders and requests for vehicle service from customers/clients. (R, IN, S)
2. Can demonstrate ability to determine type of vehicle to be assigned according to passenger, freight, or route requirements. (R, IN, S)
3. Can demonstrate ability to punch order slips in and out on time clock in a punctual manner. (IN, S)
4. Can demonstrate ability to interpret status charts to determine availability of units. (R, IN, S)
5. Can demonstrate ability to appropriately utilize phone, two-way radio, and/or company's computer system to communicate instructions, directions and assignments to drivers (R, IN, S, T)
6. Can demonstrate ability to assign vehicles and drivers on the basis of such factors as availability, length and purpose of trip, freight or passenger requirement, condition of vehicle and priority. (R, IN, S)
7. Can demonstrate ability to accurately record time of departure, destination, cargo and expected time of return. (R, IN, S)
8. Can demonstrate ability to record and maintain detailed files, records, and logs regarding customer requests, services performed, charges, expenses, (e.g., vehicle mileage, fuel use, repair), inventory, and other dispatch information. (R, IN, S)
9. Can demonstrate proper procedures used to investigate overdue vehicles, locate missing, misrouted, delayed, or damaged freight, and follow-up on uncompleted orders. (R, IN, S)
10. Can demonstrate proper procedure used for the issuance of keys, record sheets, and credentials to drivers. (R, IN, S)
11. Can demonstrate ability to draw up routes and/or pickup and delivery schedules. (R, IN, S)
12. Can demonstrate ability to monitor and advise drivers of traffic problems, accidents or poor weather conditions. (R, IN, S)
13. Can demonstrate proper procedure used to issue supplies and equipment such as handtrucks, dollies, and blankets to personnel, as needed. (R, IN, S)
14. Can demonstrate ability to receive messages, determine appropriate action and transmit instructions pertaining to emergency situations. (R, IN, I, S)
15. Can demonstrate ability to test and check dispatch communication equipment and make adjustments as needed, or report any problems found to management personnel in an appropriate and timely manner. (R, IN, S)
16. Can demonstrate basic knowledge of administrative and/or clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology (*Identify*). (R, IN, S)
17. Can demonstrate ability to effectively confer with customers or supervising personnel regarding questions, problems and requests for service. (IN, I, S)
18. Can demonstrate ability to effectively coordinate with supervising personnel on employee vacation schedules and/or vehicle maintenance schedules. (IN, I, S)

19. **Can demonstrate ability to maintain driver time sheets and payroll summaries, and ensure accurate completion of same. (R, IN, S)**
20. **Can demonstrate ability to work under stress to meet schedule deadlines. (I)**
21. **Can demonstrate familiarity with geographical area served. (R, IN)**