

**COUNTY OF ORANGE  
MUNICIPAL/SCHOOL  
JOB CLASSIFICATION SPECIFICATION**

**CLASS TITLE:** Dial-a-Bus Dispatcher

**TITLE #:** 1816

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for receiving telephone calls from individuals requesting transportation, placing these requests into a daily route schedule and dispatching drivers accordingly. Communicates with drivers via a two-way radio. Work is performed under general supervision. Does related work as required.

**TYPICAL WORK ACTIVITIES:**

Receives telephone calls from individuals requesting transportation and plans a daily schedule on a computer;

Prints daily schedules for bus drivers the preceding day;

Maintains radio contact with drivers to communicate any additions or deletions to their daily schedule;

Records messages from answering machine and then clears messages;

Attempts to resolve problems with drivers' schedules and customer complaints before referring to supervisor;

Performs miscellaneous clerical duties.

May fill in for Bus Drivers on a substitute basis with proper licensure and certification;

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL**

**CHARACTERISTICS:** Good knowledge of the geographic area served by the program; ability to read a street map; ability to speak clearly; ability to operate office equipment and two-way radio; ability to keyboard; ability to efficiently and economically plan vehicle routes from passengers' requests; ability to establish and maintain rapport with public; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Either:

- (A) Graduation from high school or possession of a high school equivalency diploma; or
- (B) Four (4) years of work experience.

**SPECIAL REQUIREMENTS:** If the incumbent is required to operate a bus, must possess and maintain a valid driver's license at the appropriate level, as determined by review and approval of appointing authority. The appointing authority is responsible for ensuring that the candidate meets these conditions. Ability to lift and carry ten (10) pounds.

**JURISDICTIONAL CLASS:** Competitive

Revised 6/19/18 dc