

## **FLEET MAINTENANCE DISPATCHER**

### **PURPOSE AND NATURE OF WORK**

This is moderately complex work responsible for coordinating maintenance and repair assignments to Fleet Mechanics in order to expedite services in the fleet maintenance shop. The employees of this class also coordinate the scheduling of service work with municipal operating divisions and keep appropriate records of work done for each division. Work is performed under the general supervision of the Fleet Supervisor and is subject to frequent periodic checks.

**ILLUSTRATIVE EXAMPLES OF WORK** (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All duties performed by any single incumbent may not be listed, nor does any incumbent perform all of these examples.)

Distributes work assignments to mechanics. Keeps track of jobs in progress. Alters assignments and priority if necessary for completion of jobs on time. Completes work orders. Contacts operating divisions and advises them of the scheduling of service to be done to their vehicles. Monitors the repair of equipment assigned to private repair shops. Prepares reports as necessary. Answers all telephone and radio calls coming into the shop.

Performs related work as required.

### **NECESSARY KNOWLEDGES, ABILITIES AND SKILLS**

Knowledge of the standard time required to perform given maintenance and repair tasks.

Knowledge of the policies and procedures used in scheduling automotive service.

Knowledge of computer applications as required by area of assignment.

Ability to distribute work to mechanics based on their individual proficiency to perform certain types of maintenance and repair tasks.

Ability to communicate orally in order to transmit instructions and information, and to prepare written reports.

Ability to evaluate and choose from among alternate courses of actions.

Ability to adjust to fluctuating situations.

Ability to keep accurate records and to detect errors.

Ability to relate to people in a courteous and tactful manner.

### **DESIRABLE TRAINING AND EXPERIENCE**

Graduation from high school, and experience in fleet vehicle service and clerical work; or any equivalent combination of training and experience.