UNIVERSITY OF SOUTHERN CALIFORNIA
Dispatcher, Auxiliary Services
Job Code: 143052

Grade: 00
OT Eligible: Yes
Comp Approval: 3/15/2016

JOB SUMMARY:
Schedules and dispatches drivers, equipment, or service vehicles. Duties may include using radio, telephone, or computer to transmit assignments and compiling statistics and reports on work progress. Serves as a liaison between passengers and the drivers and provides transportation services to students, faculty, administrators, staff, visitors, and guests.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

Redistributes route duties in the event of absences or vehicle breakdowns.

Ensures buses are checked out as assigned and redistributes vehicles in the event of breakdowns or chartered events requiring specialized equipment.

Completes check-in of all bus drivers, inspects the fleet and collects DVIR’s, and completes check rides.

Transports passengers to and from various destinations on and around the university campus utilizing vehicles with passenger capacities ranging from 23-42 passengers.

Conducts daily pre and post trip vehicle safety inspections. Maintains clean and orderly vehicle. Maintains daily route schedule through adherence to assigned routes and time schedules.

Maintains knowledge of and compliance with all state and federal commercial drivers rules and regulations as well as all university policies and procedures.

Provides customer service to students, faculty, staff, and external customers. Meets customer needs, offers options, resolves problems, and follows up with customers. Ensures full customer satisfaction without unnecessarily referring customer to other staff members. Maintains friendly, helpful demeanor.

Provides information regarding policies and procedures and programs relating to the transportation area for students, parents, faculty, administrators, staff, and outside customers.

Notifies appropriate personnel in the event of an emergency. Maintains complete and accurate records of all safety-related incidents. Reports to accident scene to assist with completing reports as needed.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

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*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY**

Essential:  

Yes  

In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**

- High school or equivalent
- Combined experience/education as substitute for minimum education

**Minimum Experience:**

- 2 years
- Combined education/experience as substitute for minimum experience

**Minimum Field of Expertise:**

- Bus Driving (Passenger Transport) and customer service experience.
- Must possess a valid California Class B driver's license with passenger endorsement and no airbrake restrictions. Demonstrated interpersonal skills.
- Eligible for a LADOT permit

**Preferred Education:**

- Associate's degree

**Preferred Experience:**

- 3 years

**Skills: Administrative:**

- Communicate with others to gather information
- Customer service
- Interpersonal skills
- Maintain logs
- Maintain records
- Understand and apply policies and procedures

**Skills: Other:**

- Knowledge of CHP inspections
- Knowledge of DOT regulations

**Skills: Machine/Equipment:**

- Radios - vehicle mounted and/or hand-held

**Skills: Trade/Auxiliary:**

- Basic machinery maintenance
- Operate passenger vehicles with capacities ranging from 23-42 passengers

**Supervises:** Level:

- May oversee student, temporary and/or casual workers.

**Comments:**
Driving record must show no moving violations or DUI convictions in last three years. Drug screening required prior to employment and random test thereafter. Airbrake Certification or ability to obtain airbrake certification within 90 days. Los Angeles Department of Transportation (LADOT) permit or ability to obtain permit within 60 days

SIGNATURES:

Employee: _______________________________  Date: _______________________________

Supervisor: _______________________________ Date: _______________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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