

Automotive Dispatcher (3595) Task List

Supervision, Training, and Safety

1. Assigns vehicle maintenance duties, such as fueling, cleaning, and polishing of vehicles, by verbal, hand written, and email communication to Garage Attendants and other subordinate personnel in order to coordinate duties of staff and ensure proper function and care of City vehicles.
2. Assists and trains Garage Attendants or other subordinate personnel on vehicle maintenance tasks, such as tire work, battery installation, and light mechanical work, by physically showing or verbally instructing them in order to ensure proper procedures are followed.
3. Visually inspects Garage Attendants or other subordinate personnel's work by spot checking in-process work, such as cleaning, fueling, and polishing of the vehicles, in order to accurately assess employee performance and complete employee evaluations.
4. Verbally communicates with Garage Attendants and other subordinate personnel about job performance issues, such as improper work techniques, unsafe practices, and punctuality, in order to inform and correct deficiencies related to work performance of staff.
5. Completes and files reimbursement voucher forms submitted by Garage Attendants and other subordinate personnel, such as parking, in order to reimburse employees for work-related expenses.
6. Conducts interviews, administers tests, and makes hiring recommendations for classes, such as Garage Attendant and Senior Garage Attendant, in order to fill vacant positions.
7. Reviews and provides instructions to new employees related to Departmental rules, expectations, job duties, and tasks, and documents training provided to the employees in order to orient the employees to the work place and adhere to the Department's policies and procedures related to onboarding of staff.
8. Reviews and provides recommendations to management regarding staffing decisions related to Garage Attendants or other vehicle maintenance employees, such as such as recommendations related to requests for vacation, sick leave, and overtime pay, in order to ensure proper staffing at all times.

9. Conducts bi-weekly and monthly training sessions for Garage Attendants and other subordinate personnel regarding safety protocols and equipment, such as personal protective equipment, defensive driving, and adherence to speed limits, hazardous materials within the work area, including gasoline, window cleaner, and brake cleaner, and hazards in the work area, including slips, trips, and falls, in order to ensure safety protocols are followed and a safe work environment is maintained.

Vehicle Record Maintenance and Administration

10. Secures spare keys for all department vehicles, including Nissan Leafs, BMW I3s, Ford F150s, in secured storage cabinets in order to provide users, including City employees, with spare keys as needed and authorized.
11. Reviews Authorized Written Request to use Vehicle and Equipment Forms submitted by City employees or other potential users for completeness and determines the proper vehicle to be used by considering numerous factors, such as travel mileage indicated by user, vehicle availability, and condition, in order to dispatch the proper vehicle.
12. Verifies signatures on forms, such as the Authorized Written Request to use Vehicle and Equipment Form, by checking it against an electronic or physical signature list submitted by the Department in order to ensure legal use of City equipment.
13. Records mileage of Nissan Leafs, Ford F150s, BMW I3s and other borrowed vehicles upon check out and return by entering mileage in a computer system, such as Fleet Accounting Management Operating System, Fleet Management System, and Microsoft Excel and Word, in order to keep track of vehicle mileage and complete vehicle utilization reports as requested by management.
14. Records vehicle information, such as fuel levels, vehicle condition, and cleanliness, in an online system, such as the Fleet Accounting Management Operating System, upon return of the vehicle in order to properly record its return and to charge departments for vehicle usage.
15. Maintains inventory of vehicles that are assigned to the motor pool by using written and electronic records in order to track and schedule service for the vehicles as needed.
16. Maintains supply inventory, such as personal protective equipment, fuel, oil, and lubricants, by using an online or written system, reviewing current and historic inventory records, verbally communicating with employees, such as Garage Attendants, and tracking and ordering supplies, in order to ensure an adequate amount of supplies is on hand to complete assignments including fueling, cleaning, and polishing of vehicles.

Customer Service

17. Provides or schedules on-call service, such as replacement of assigned vehicles, chauffeuring, and road service arrangements, such as dead battery replacement, flat tire replacement, and accidents, in order to provide last minute road service to users, such as City employees.
18. Verbally instructs City employees or other users on correct operation of vehicles, including BMW I3s, Nissan Leafs, and Honda Civics, such as proper refueling and charging of vehicles, opening gas tanks, and releasing the emergency brakes, in order to ensure users have a proper understanding of the basic functions of the vehicle.
19. Provides travel information to City employees or other vehicle users as requested, such as best or alternative routes and estimated time of arrival, in order to provide users with information regarding their travel destinations.
20. Completes and reviews accident report forms submitted by users by gathering and confirming all necessary information, such as time, date, and cause of accident, in order to document accidents and process injury claims.