

**TITLE:** DISPATCH COORDINATOR  
**SECTION:** Facilities Department (Transportation)  
**REPORTS TO:** Transportation Supervisor

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**#115**

## **SUMMARY**

Under the general direction of the Transportation Supervisor or designate, dispatches staff and equipment to meet the scheduled and unscheduled needs of the district, dispatches staff and equipment for the cartage and courier needs of the district and coordinates the school and community use of district equipment. The dispatch coordinator provides secretarial services for the Transportation Department.

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## **DUTIES**

1. Coordinates, controls and schedules extra-curricular and curricular transportation for the school district.
  2. Receives and processes transportation, courier, cartage and equipment rental requests, ensuring that documentation is accurate and complete.
  3. Responsible for posting and dispatching staff and equipment, ensuring that staff assignment and documentation is appropriate, accurate and complete.
  4. Responds to emergency, breakdown, schedule and/or changed situations providing appropriate direction and/or instructions, utilizing the radio communication system.
  5. Prepares time and cost estimates and billing for charter trips and courier/cartage, processes out-of-district requirements, calculates user charges and compiles journal entries or invoices for the Accounts Department.
  6. Utilizes a personal computer to process data, prepare schedules, correspondence, lists and other documents and to maintain and retrieve required records for equipment and staff.
  7. Provides reception services by answering telephone, relaying messages via the radio-pager system, directing visitors and responding to enquiries from District administration and teaching staff, parents and the community.
  8. Performs a variety of clerical duties including routine correspondence, maintenance of department file systems, photocopying, collating, stapling and the operation of standard office equipment, providing first line maintenance as required.
  9. May, on occasion, be required to perform other related duties as assigned.
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## **QUALIFICATIONS**

- High school graduation or the equivalent
- Completion of a one-year Office Administration Program including courses in accounting, and three years related experience, including a minimum of two years scheduling/dispatch experience or an equivalent combination of training and experience
- Ability to perform duties with speed and accuracy and to work effectively under pressure with assigned deadlines
- Ability to operate standard office equipment, including a full knowledge of personal computer applications with database, spread sheet and word processing software.
- Excellent organizational, interpersonal and communication skills
- Minimum 60 c.w.p.m. keyboard speed
- Valid B.C. Class 5 Driver's License
- Experience with a radio-paging system
- Ability to work with minimum supervision
- Ability to maintain the confidentiality of sensitive information seen or heard

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School District 68 (Nanaimo-Ladysmith)