

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE
VEHICLE DISPATCHER

DEFINITION

Performs dispatching and schedules periodic maintenance at prescribed intervals for fleet vehicles in a central motor pool of an agency or institution; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Assigns vehicles to drivers, other agency personnel, and/or personnel of other agencies to provide transportation for approved state business while insuring the efficient and effective use of vehicles and drivers by: conferring with various departments within and/or outside the agency to determine temporary and permanent vehicle requirements; combining user trips when possible; shifting vehicles within the fleet to insure equalization of mileage for a specific period of time; scheduling drivers; and/or locating available vehicles when necessary.

Maintains a system of gathering information to update fleet inventory and service records by insuring that outgoing odometer mileage, destination, and estimated time of return, as well as return odometer mileage, return time, information from vehicle users, and other observable necessary maintenance and repair work are recorded.

Monitors the actual release and return of fleet vehicles to ascertain the current location and user of each vehicle by establishing and/or maintaining a standard system of recording the release of the vehicle to and the return of the vehicle from the user.

Schedules servicing of fleet vehicles including lubrication, oil and filter changes, body and engine repair, tires, necessary warranty work, and cleaning of vehicles to insure efficient and sound operating condition by calling the desired place of service and making an appointment for the necessary service work and/or assigning such work to appropriate employees within the agency.

Determines vehicle service needs and writes maintenance repair orders to car/truck dealers, service garages, and/or in-agency service shops for needed maintenance by reviewing vehicle service records.

Issues automotive parts and supplies to mechanics and other agency employees for in-agency maintenance and repair work by monitoring the parts and supplies issued, to whom issued, and other pertinent information.

Signs billings from sources outside the agency for items received and/or work performed.

Processes vehicles for used equipment sales by checking sale vehicles for the condition of such items as tires, body, glass, cleanliness, and other items necessary to pass state vehicle inspection.

COMPETENCIES REQUIRED

Knowledge of the less complex mechanical components and service requirements of fleet vehicle equipment such as changes, replacement, or maintenance of engine and transmission oils, air and oil filters, windshield wipers, tires, muffler, battery, points, spark plugs, and carburetor.

Knowledge of the operating characteristics and service requirements of machinery and equipment used by the agency and/or the State of Iowa.

Ability to understand and execute oral and written instructions relating to the general rules, regulations, and policies of the agency.

Ability to understand and execute oral and written instructions regarding the use, maintenance, and service of the agency vehicle fleet.

Ability to maintain moderately complex records relating to the use, maintenance, and service of the agency vehicle fleet.

Ability to interact with outside service garages to assure the scheduling and completion of needed maintenance and repair work.

Ability to prepare accurate reports from vehicle service records as required.

Ability to interact with personnel in the transportation unit and throughout the agency in order to assure the effective use of fleet vehicles.

Ability to accurately complete the forms needed to procure motor vehicle maintenance, including supplies and equipment.

Displays high standards of ethical conduct. Refrains from dishonest behavior.

Works and communicates with all clients and customers providing quality professional service.

Displays a high level of initiative, effort, and attention to detail and commitment by completing assignments efficiently with minimal supervision.

Follows policy, cooperates with supervisors and aligns behavior with the goals of the organization.

Fosters and facilitates cooperation, pride, trust, group identity and team spirit throughout the organization.

Exchanges information with individuals or groups effectively by listening and responding appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL QUALIFICATIONS

One year of experience in motor vehicle dispatching, automotive servicing, automotive leasing, or vehicle logistics work.

Effective Date: 01/14 SA