



**NORTH DAKOTA
CLASS DESCRIPTION**

ND Human Resource Management Services
Phone: (701) 328-3290

Class Code(s): 8336

STATE FLEET DISPATCH SUPERVISOR

GRADE H

SCOPE OF WORK:

Work involves supervising the daily operations of the Capital Motor Pool and performing dispatch duties.

DUTIES PERFORMED:

- Provide supervision to staff by scheduling and assigning work, training, evaluating work performance, and monitoring time and attendance.
- Implement and communicate policies and procedures to State Fleet users.
- Reserve and dispatch vehicles according to user needs and established policies and procedures; facilitate the reassignment of vehicles among the various pools as determined by supervisor.
- Respond to inquiries and resolve problems encountered by fleet pool dispatchers and users.
- Ensure vehicles are in good running order; make recommendations to repair, retain, or dispose of vehicles; facilitate repairs and preventative maintenance activities with dealerships for warranty work and with district shop.
- Maintain vehicle schedules and daily records.
- Review transaction records and reports for accuracy, resolve discrepancies, and enter into computer system.
- Monitor and procure office and fuel supplies to maintain the Capital Motor Pool.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

MINIMUM QUALIFICATIONS:

Requires a high school diploma or GED, and two years of work experience in state fleet dispatch operations or four years of work experience in business office activities that included managing and coordinating multiple demands, scheduling, responding to customer needs, preparing and maintaining records, and maintaining computer databases. College-level coursework in a business, office administration, or other related field may substitute for two years of the business office work experience requirement on a year-for-year basis.

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ND Class Description
State Fleet Dispatch Supervisor

Eff. Date: 01/98

Deleted: 03/06

Reinstated: 09/08 – Revised scope, duties, class evaluation, and grade