

SCHOOL DISTRICT #42
Maple Ridge - Pitt Meadows

JOB DESCRIPTION

JOB TITLE: Dispatch Coordinator

DATE: June 2015

REVISED: June 2019

PAY GRADE:

LOCATION: District Education Office

SUMMARY: Performs a variety of administrative duties in the Human Resources Office with primary responsibility for the operation of the Automated Dispatch System (ADS). This work is often carried out under significant time constraints and involves last minute rescheduling, problem solving, advising schools of any replacement shortages, and offering suggestions/processing re-assignment.

DUTIES:

1. Dispatches employees to appropriate assignments in accordance with applicable collective agreements, employee qualifications and priority needs. Acts as liaison between schools, employees, and various departments related to absences and replacements.
2. Provides training and support to all employee groups on access and usage of the Automated Dispatch System.
3. Advises schools/departments of manually dispatched replacement staff or replacement changes through system updates, telephone or email communication.
4. Administers the TTOC/District Office calendar and advises senior staff, principals and teachers on available times for scheduling workshops and meetings.
5. Organizes employee on-boarding packages, takes and issues district photo identification, creates new employee files, and ensures appropriate set-up of employees for dispatch purposes.
6. Performs audits and generates reports for management to guide recruitment efforts and address availability issues. Troubleshoots system irregularities and responds to queries.
7. Operates computer including selecting, verifying, entering, storing, and processing data. Trouble shoots and investigates queries. Updates and edits stored information on the database. Selects data for recall and determines desired format of output on printer. Prepares correspondence and maintains general and specific files. Composes correspondence as required.
8. Maintains personnel and other HR files for storage and ready retrieval of information. Organizes, records and ships out all terminated employee files for scanning once a year.
9. Reviews and maintains the dispatch procedures handbook and pamphlets and performs regular system maintenance.
10. Performs other assigned comparable duties which are within the scope of knowledge, skills and abilities required by the position.

REQUIRED KNOWLEDGE, ABILITY AND SKILLS:

1. Successful completion of Grade 12 with course emphasis on business practices and procedures or equivalent education at a recognized institution.
2. Two (2) years of progressive practical experience in office administration in an educational setting, including a minimum of one-year of in-district experience.
3. Proficiency with office equipment, personal computers and a variety of software packages including word processing, spreadsheets and database applications with keyboard skills at 50 net wpm.
4. Strong organizational skills in order to respond to and prioritize high volumes of work efficiently and effectively, with the ability to maintain composure under pressure.
5. Excellent customer service skills with the demonstrated ability to communicate effectively and harmoniously with staff, students, parents, outside agencies and visitors.
6. Demonstrated ability to work at the level of independence and with the degree of initiative appropriate to the position.

JOINT COMMITTEE MEMBER'S SIGNATURES:

	
	