

**TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION**

POSITION TITLE: ADMINISTRATIVE ASSISTANT IV -
Dispatcher

SALARY GROUP: A15

DEPARTMENT: Transportation and Supply

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CERTIFICATION: I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

APPROVED BY: Bobby Lumpkin DATE: 03/07/2016

POSITION #: 024638

I. JOB SUMMARY

Performs advanced administrative support and technical program assistance work. Work involves coordinating the dissemination of information; developing filing systems; coordinating administrative support work; and training others. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

II. ESSENTIAL FUNCTIONS

- A. Performs technical assistance work for an agency program; utilizes computerized dispatch equipment to provide and maintain an information system for tracking and locating loads, trucks, trailers, and equipment; assigns, dispatches, and tracks freight shipments; assigns work hours, trailer loads, and destinations to drivers and provides paperwork and special instructions; reviews returned documents, trip sheets, and log sheets and instructs drivers of corrections needed; and coordinates work with organizational units of the agency and private organizations.
 - B. Responds to inquiries regarding freight deliveries and administrative rules, regulations, policies, and procedures; conducts investigations of customer complaints and reported or suspected violations of statutes and agency rules; and confers with drivers on equipment performance and prepares and disseminates paperwork for truck, trailer, and equipment repair.
 - C. Prepares, edits, and distributes correspondence, reports, studies, forms, and documents; compiles and analyzes data, makes calculations, and prepares reports; and develops and maintains filing, record keeping, and records management systems.
 - D. Trains others.
 - E. Maintains security of tools, machinery, and equipment; responds to emergency situations; performs various correctional and custodial support functions; and assists in maintaining security of assigned offenders.
- * Performs a variety of marginal duties not listed, to be determined and assigned as needed.

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III. MINIMUM QUALIFICATIONS

A. Education, Experience, and Training

1. Graduation from an accredited senior high school or equivalent or GED.
2. Two years full-time, wage-earning freight dispatch operations or trucking experience.
3. Automated freight dispatch operations experience preferred.
4. Correctional custody or law enforcement experience preferred.

B. Knowledge and Skills

1. Knowledge of applicable state and federal laws, rules, regulations, and statutes.
2. Knowledge of dispatching methods and techniques.
3. Knowledge of tractor trailer mechanics and preventive maintenance.
4. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
5. Skill to communicate ideas and instructions clearly and concisely.
6. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.
7. Skill to interpret and apply rules, regulations, policies, and procedures.
8. Skill in problem-solving techniques.
9. Skill to prepare and maintain accurate records, files, and reports.
10. Skill to review technical data and prepare technical reports.
11. Skill to plan work in order to meet established guidelines.
12. Skill to train others.

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IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION

- A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry under 15 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
- B. Conditions include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, typewriter, calculator, copier, fax machine, telephone, and automobile.