



Dispatcher

Classified Position

Initial Date: August 13, 1991
Board Approval: March 20, 2012
Revision Date: March 6, 2012
Personnel Commission: 4/25/2012
Range: 54

Reports to Supervisor of Transportation

DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES:

Under general supervision, assigns and schedules school bus routes for the transportation of students to and from school sites; assigns school bus drivers on field and other trips; receives, transmits, and monitors radio communications to, with, and between school bus drivers relaying messages and maintaining related logs. Responds to questions and complaints related to transportation activities, operations, and services. This job class is responsible for maintaining an effective communication dispatch system between the bus yard and drivers on routes and for working closely with the Supervisor of Transportation Services in scheduling the timely transportation of students. It requires effective communication skills and the ability to remain calm during emergency situations.

REPRESENTATIVE DUTIES:

- Operates a base radio to receive, transmit and monitor radio communications to, from, and between School Bus Drivers
- Monitors transportation schedules and routing operations to ensure compliance with service needs and to maximize transportation effectiveness; schedules and dispatches, school bus drivers on established routes and on field and related trips
- Calls and assigns substitute School Bus Drivers as required
- Works closely with administration on the development or revision of bus routes and stop locations as well as on the auditing of all routes
- Prepares routes for bidding
- Operates computer system to place all routing information and staff assignments on line; including transportation specific software
- When necessary, confers with school site administrators, parents, and other interested parties regarding transportation scheduling and routing
- Makes special arrangements for alternate drop-off of special education students when responsible parties are not available to receive students
- Responds or assists parents and other public inquiries regarding routes, schedules, and field trips
- Maintains route maps and trip sheets in an accurate and current condition
- Maintains daily logs including radio communications, trip rosters, vehicle breakdowns, accidents, substitute and extra assignment sheets, and spare bus usage
- Establishes and maintains a variety of files and records; updates and makes necessary calculations to summarize and complete records
- Handles cash receipts and deposits for payments of transportation fees; prepares and distributes bus passes
- Verifies confidential information provided by parents to determine eligibility for free and reduced fees for bus passes
- Schedules all billing on a timely basis of quarterly, semester, and annual collection of applicable fees
- Tracks and maintains data base for student discipline citations, matches citations to parent copies and files
- Perform related duties as assigned

OTHER DUTIES:

Drive a school bus to transport students safely and efficiently to various locations as needed; pick up and discharge students in accordance with established time lines; observe legal and defensive driving practices; maintain order and discipline among passengers on the bus. Attend job related in-service.

KNOWLEDGE AND ABILITIES:

- Ability to see and read, with or without vision aides, ability to hear and understand speech at normal levels; ability to communicate so others will clearly understand normal conversation
- Ability to operate a variety of business machines
- Ability to prioritize and coordinate work flow to meet deadlines
- Ability to prepare and maintain accurate accounts and other fiscal records
- Ability to establish and maintain effective communications with staff and parents
- Ability to operate a two-way radio and peripheral communications equipment
- Ability to learn and apply pertinent FCC rules and regulations
- Ability to effectively read and interpret road and street maps
- Ability to prepare accurate reports and correspondence
- Ability to operate a computer system and related transportation specific software

EDUCATION AND EXPERIENCE:

- High school diploma or equivalent is required
- Four years of experience in the transportation industry
- General clerical or clerical accounting experience
- Bilingual ability may be desired

LICENSES AND OTHER REQUIREMENTS:

- Requires a valid California driver's license
- Must qualify for and obtain a California School Bus Driver Certificate
- May require pre-employment physical examination

WORKING CONDITIONS:

ENVIRONMENT:

- Primarily indoor working environment; office setting
- Occasionally driving a vehicle to conduct work

PHYSICAL DEMANDS:

- Sitting or standing for extended periods of time
- Hearing and speaking to exchange information
- Lifting, carrying, pushing or pulling as assigned by position
- Dexterity of hands and fingers to operate business machines
- Seeing to monitor the dispatch desk
- Standing for extended periods of time; periodic lifting
- Moderate to high stress level

HAZARDS:

- May have exposure to hazardous automotive chemicals

EMPLOYMENT STANDARDS:

Dexterity and physical condition to maintain a rigorous work schedule and meet standards of physical and mental health. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position. Individuals must maintain a professional attitude and appearance.