

## DISPATCHER

Classification: Transportation

Location: District Office

Reports to: Director of Transportation

FLSA Status: Non-Exempt

Bargaining Unit: OSEA

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

### **Part I: Position Summary:**

Acts as central control for daily operations and essential functions for covering all bus routes and field trips. Effectively collaborates with all transportation departments, programs, and school personnel in the accomplishment of the District mission while creating an atmosphere of confidence and support.

### **Part II: Supervision and Controls over the Work:**

Serves under the administrative supervision of the district administrator responsible for transportation services or designee. Is held responsible for results in terms of effectiveness of planning, compliance with policies, and programs, and contribution to achievement of district and department goals and objectives. Work is guided by, and must be in compliance with, federal and state law, policy direction of the School Board, and compliance with federal, state and local regulatory agencies.

### **Part III: Major Duties and Responsibilities:**

#### 1. Program Operations:

- a. Acts as the first point of contact for the schools and families needing assistance with resolving issues related to Transportation.
- b. Manages emergency situations quickly and effectively.
- c. Develops, assigns, and monitors assigned routes, schedules, and field trips.
- d. Assists in the resolution of conflicts pertaining to assigned routes.
- e. Builds strong working relationships with school personnel using model of customer service.
- f. Knowledge and management of software relating to attendance, tracking trips, and routing.
- g. Communicates changes or information to drivers via two-way radio, ensuring all parties use proper radio discipline and procedures.
- h. Provides information on extreme road conditions to all drivers to include construction sites.
- i. Assists in coordinating emergency exit drills for all routes during the school year.

2. Customer Service: Assist in creating a customer service culture that assures the operational program is responsive and sensitive to the needs of students, patrons, and school staff. Assist in creating a welcoming environment and providing flexibility to respond to the needs of customers.
3. Program Evaluation, Analysis and Feedback: Participates in periodic assessment of program effectiveness and/or changing needs.

Performs other duties as assigned.

#### **Part IV: Minimum Qualifications:**

Incumbents must have successful experience in working with culturally diverse families and communities, or have otherwise demonstrated a commitment to strengthening engagement of a diverse community and skill in communicating with a diverse population.

- High School Diploma or equivalent.
- Minimum of two years of progressively responsible experience in pupil transportation.
- Possess and be eligible to obtain within six months a Commercial Driver's License and possess a safe driving record.
- Possess and be eligible to obtain within six months a State School Bus Driver's Certificate and appropriate licensing endorsement.
- Ability to work under pressure and resolve conflicts.
- Knowledge of laws, codes, rules, policies and regulations relating to pupil transportation.
- Strong understanding and history of successful customer service and ability to establish and maintain effective relations with patrons and staff.
- Effective oral and written communications; analytical ability, and knowledge and skill in the use of office technology and office software.
- Ability to delegate, work both independently and cooperatively as a team.
- Ability to make decisions and operate efficiently under pressure within short time constraints.
- Ability to multitask, organize work, set priorities, and meet deadlines.
- Ability to read and interpret area and street maps.

**Part V: Desired Qualifications:**

- Associates Degree.
- Bilingual and bicultural skills.
- Knowledge of routing software and the ability to enter and update data in the system.
- Prior school bus dispatching experience.
- Knowledge of district area and school boundaries.

**Part VI: Physical and Environmental Requirements of the Position:**

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, talk, lift, carry, move about, hear and speak. Employee may be required to perform extensive work at a computer display terminal.

The employee must occasionally lift and/or move 25 to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.