

BRIGHTON SCHOOL DISTRICT
CLASSIFIED POSITION JOB DESCRIPTION

Job Title: Transportation Scheduler/Dispatcher
Date Prepared or Last Modified: November 15, 2022
Work Year: 12 months
Department: Transportation
Reports to: Transportation Director

SUMMARY: Maintain ongoing two-way radio and telephone communications to facilitate safe, on-time and efficient transportation for the school district. Provides direction and control for drivers over the radio and maintain accurate log of daily events. May assist with the translation and/or communication using second language skills when possible. Must have an understanding of district and department policies and procedures, state and federal regulations when responding to a bus breakdown, accident, and lost student/student management concerns.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- D 45% Monitor and answer telephone and two-way radio calls during shift hours. Act as the first point of contact for concerns or questions from Bus Drivers/Bus Paraprofessionals. Direct Bus Drivers/Paraprofessionals to the appropriate department or transportation staff for resolution. Answer and respond to telephone calls from parents, community, employees, District staff and students. Communicates directly with parents, district staff, students and employees relating to changes in service, changes in assignments for employees, and delayed buses. Implement emergency procedures as situations occur and require. Access information from the District based software program and transportation software program regarding students and routes. Maintain accurate log of daily events
- D 20% Review and schedule all athletic trips for District 27J/Charters created through the district scheduling software, phone calls and/or faxes. Acts as TripTracker Liaison to schools and department. Approve or deny requests as determined by resources available and provide driver directions so not to have a negative impact to the regular transportation. Assumes office responsibilities (e.g. scheduling, Dispatching, information or instructions, etc.) needed in the absence of the 10-month Dispatcher. Create, file and archive trip data and records for state auditing purposes. Create, file and modify weekly athletic trips for scheduling purposes (trip sheets).
- D 10% Responsible for managing mileage books (creating, distributing and collection of mileage books on a monthly basis) for district vehicles. Responsible for the collection of data for the CDE mileage report; compiling all information and data in report form for the Director's review. D 20% Provide service, information and instructions for 120+ drivers/paras as required. Make copies and fax for drivers. Assist with mail distribution and collection of daily correspondence between the two terminals (e.g. sort and distribute incoming information to appropriate department personnel). Responsible for the daily communication and correspondence with all Transportation staff (e.g. key board, daily route coverage, wash board, etc.). Must be open and willing to communicate with the Director/Supervisor to support the daily success of the staff.
- D 3% Drive routes and/or excursions as necessary in emergency situation or when staff is limited.
- M/A 1% Attend all meetings and training sessions including all in-services and first aid, CPR classes that are required by the District and state. Check TMS weekly; turn in edit for missed punches/leave slips, notify TMS Manager/Director of shortage or overage on weekly hours in order to meet required hours for the week and ensure unapproved overtime is not accrued. Maintain CDL License which includes keeping DOT Physical current to ensure in compliance with all state and federal regulations.
- D 1% Other job related duties as assigned.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND TRAINING: High School diploma or equivalent.

EXPERIENCE: 6 months to 2 years of experience Google Suite, Google Drive and Gmail, accounting, customer service, and general office. More than one year and up to and including three years of experience in school transportation.

SKILLS, KNOWLEDGE, & EQUIPMENT Interpersonal, communication, customer service, problem solving, microcomputer, basic accounting, , phone etiquette, and secretarial skills. Knowledge of safe operation of school transportation vehicles in emergencies; passenger behavior management and transportation, and Department of Transportation laws, rules, and regulations. Ability to evaluate and respond appropriately to emergency situations. Operating knowledge of and experience with microcomputers required at hire. Operating knowledge of two-way dispatch radio, phone system general office equipment, Microsoft Office, and district program system within 4 weeks after hire.

CERTIFICATES, LICENSES, & REGISTRATIONS: Must obtain commercial driver's license (CDL), Department of Transportation physical (DOT) exam and district physical provided by district, "B" License with P and S endorsement and small vehicle certification upon completion of district training. First Aid and CPR certifications within 90 days after hire.

SUPERVISION/TECHNICAL RESPONSIBILITY: This position has no supervisory responsibilities; however, carries out operational support to Director and department staff. Responsibilities include scheduling for all district's athletic organizations trips. Carries out operational support in accordance with the organization's policies and applicable laws. Responsibilities include planning, addressing complaints and resolving problems, scheduling daily routes coverage, sub-driver assignments and sub-bus assignment working with designee in garage in absence of Transportation Director, ability to manage multiple priorities, multiple tasks with frequent interruptions, maintain confidentiality in all aspects of the job.

JUDGMENT AND DECISION MAKING: Work is assigned by Transportation Director. Requires judgment, independent decision making, problem solving is critical, organizational skills to properly assign, schedule, assist with the resolution of emergency situations and or notification of proper authorities. Decision making is guided by district, department, and Department of Transportation policies and procedures. Decision making requires collaboration with Transportation Director; mechanics, bus drivers, teachers, coaches, vendors, principals and parents. Ability to promote and follow Board of Education policies. Director is always involved in "major" decision making.

DIVERSITY OF DUTIES: Requires cross training in district, department, and Department of Transportation rules, regulations, policies and procedures; basic accounting; office procedures; customer service; organizational, problem solving and communication skills; microcomputers; two-way radios; and Transportation Department related software. Provide assistance in emergency situations.

SAFETY TO SELF AND OTHERS: High exposure to self due to repetitive motion injuries due to keyboarding. Low exposure to cuts and bruises due to typical office accidents. May also expose others to injuries if a person in this position fails to properly report or act on an emergency situation.

The physical demands, work environment factors, and mental functions described below 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 these essential functions.

PHYSICAL DEMANDS: While performing the duties of this job, the employee is regularly required to stand; walk; use hand to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch or crawl; talk or hear; and smell (e.g. to determine gas leaks). The employee is frequently required to sit. The employee is occasionally required to climb or balance. The employee must frequently lift and/or move up to 15 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close, distance, color, peripheral vision, depth perception, ability to drive dusk to dawn and ability to adjust focus. Obtaining a D.O.T. and district physical is a requirement for employment.

WORK ENVIRONMENT: The noise level in the work environment is usually moderate. When performing driving responsibilities employee is regularly exposed to moving mechanical parts, fumes (e.g. fuel). The employee is occasionally exposed to outside weather conditions.

MENTAL FUNCTIONS: While performing the duties of this job, the employee is regularly required to communicate, coordinate, instruct, and compute. Use interpersonal skills, compile, and negotiate. Frequently required to compare, analyze and copy. Occasionally required to evaluate.