

## Dispatcher

### **DEFINITION:**

Under general supervision and direction of the Transportation Director, develop, schedule, coordinate and monitor regular and/or special education bus routes; ensure daily transportation needs, special excursions and field trips run safely, efficiently and on time; maintain computerized routing systems, input data and produce reports; communicate with parents, staff and administrators regarding student needs; recommend routing schedule formats.

### **QUALIFICATIONS:**

#### Experience:

Four years paid experience as a school bus driver.

#### Education:

Completion of twelfth grade or equivalent.

#### Knowledge of:

Federal, state and local rules and regulations governing the operation of school transportation facilities; provisions of the California Motor Vehicle Code and Education Code relating to the transportation of students; two-way radio communication regulations and techniques; modern office practices, procedures and equipment including computer software and applications; scheduling and data entry techniques; record keeping techniques.

#### License:

Must maintain and possess a valid California Class B Drivers License with a passenger endorsement, school bus endorsement and air brake endorsement; possess and maintain a valid California School Bus Drivers Certificate; possess and maintain a valid medical card; maintain a valid first aid certification (or pass the California Highway Patrol First Aid Examination).

### **DISTINGUISHING CHARACTERISTICS:**

The ability to:

- Accurately maintain documentation and records;
- Develop, schedule, coordinate and monitor bus routes;
- Maintain computerized routing systems;
- Analyze situations and adopt an effective course of action;
- Operate a computer and assigned software;
- Operate a two-way radio and/or other communication device;
- Learn and apply methods of scheduling bus routes;
- Learn, interpret, apply and explain rules, regulations, laws, policies and procedures;
- Establish and maintain cooperative and effective working relationships;
- Understand and carry out oral and written directions;
- Communicate both orally and in writing in a clear, concise manner;
- Meet schedules and timelines;
- Plan, organize and work independently;
- Use experience and resources to make common sense decisions in potentially critical situations;
- Operate a school bus safely and efficiently;

### **TYPICAL DUTIES AND RESPONSIBILITIES:**

- Develop, schedule, coordinate and monitor regular and/or special education bus routes, special excursions and field trips to ensure safety and efficiency; review bus schedules according to traffic hazards and fluctuations in the number of passengers; analyze and evaluate bus routes for efficiency and safety.

- Dispatch drivers for purpose of meeting scheduling demands.
- Adjust bus routes as needed in response to student needs, bus capacities, and other issues or concerns.
- Schedule and assign field trips.
- Assist in the development and modification of annual routes and time schedules. Review school bell schedules, traffic patterns and bus stop locations to recommend changes as needed.
- Maintain computerized routing systems, input data and produce reports. Prepare and maintain accurate records.
- Serve as a department resource regarding transportation services. Respond to inquiries and provide accurate information.
- Assist in preparing accident and incident reports.
- Communicate with parents, staff and administrators regarding student needs.
- Utilize radio or other communication device to convey instructions to bus drivers for routine and emergency problems. Monitor communications and maintain contact between bus drivers in the field and office for purpose of assisting drivers.
- Assist with the resolution of situations involving student behavior/discipline.
- Schedule relief and substitute drivers.
- May perform substitute driving assignments as needed.
- Assists Director in related transportation functions as required.
- Listen to voice mail messages for purpose of determining department absences and securing substitutes.
- On call every other week.

#### **PHYSICAL REQUIREMENTS:**

**Physical Abilities** include the usual and customary methods of performing the job's functions and require the following physical demands: occasional lifting, carrying, pushing and/or pulling; some climbing and balancing, some stooping, kneeling, crouching; reaching, handling, touching and/or feeling; manual dexterity to operate a telephone and enter data into a computer.

Climb up and down steps to enter or exit the vehicle; reach and bend to check and adjust windows up or down as needed; stoop, reach, bend, and/or stretch while walking through vehicle to maintain cleanliness and safety check of vehicle; Stoop and bend to check tires, etc., for safety check of outside of vehicle; transport handicapped students; assist children off or on the bus as needed; escort children across the street when necessary; assist children with seat belts; correctly demonstrate sufficient strength, mobility, and range of motion to arm lift 50 pounds and floor lift 50 pounds in an employee entrance evaluation.

**Significant physical abilities** include ability to sit at a desk, conference table, or in meetings of various configurations for extended periods of time; see and read, with or without visual aids, laws and codes, rules, policies and other printed matter, computer screens and printouts; hear and understand speech at normal room levels and hear and understand speech on the telephone; speak in audible tones so that others may understand clearly in normal conversations.

#### **WORK ENVIRONMENT:**

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The noise level in the work environment is usually moderate.
- Employees in this position will be required to work indoors in a standard office environment and come in direct contact with district staff and the public.