



City of St. Charles School District

DISPATCHER/ROUTER

Reports to: Director of Transportation
Classification: Classified
FLSA Status: Non-Exempt
Terms of Employment: 254 days which includes 8 paid holidays according to Board Policy.
Evaluation: Performance in this position will be evaluated regularly by the supervisor and in accordance with Board Policy
Compensation: Reviewed and established annually by the Board of Education

JOB SUMMARY:

To assure that all school bus routes are covered each day and assist drivers via two-way radios.

ESSENTIAL DUTIES AND RESPONSIBILITIES: Additional duties may be assigned.

- Maintains regular attendance.
- Immediately reports any bus safety or hazardous conditions to the Director of Transportation.
- Ensure that all routes have a bus and driver assigned and are routed in a safe and efficient manner.
- Assign stand-by drivers or monitors to routes of absent drivers and/or monitors.
- Acquaint substitute drivers to all aspects of bus routes.
- Coordinate bus requirements with Director and assign spare buses as needed.
- Assist drivers via two-way radios when they have questions regarding routes, traffic concerns, road construction, vehicle problems, or delivery of students.
- Ensure that all bus runs are covered and drivers have reported for work, and that buses depart the lot on time.
- Combine, split or consolidate runs when driver supply is inadequate.
- Prepare daily report of drivers and monitors who are absent and stand-by driver assignments.
- Drive routes when necessary.
- Formulate bus routes, adjust routes as necessary.
- Adjust routes as necessary for emergencies (e.g. road closings, flooding, etc.)
- Keep computerized routes updated and in good order.
- Ensure that all buses are routed in the safest and most efficient manner and that drivers are operating routes as written.
- Prepare routes for drivers for run picks and be available to answer questions.

- Assist in answering the telephone and provide follow-up to questions and concerns.
- Responsible for scheduling and record-keeping of athletic, activity, and field trips.
- Monitor number of riders on each bus and take care of over-crowding as necessary.
- Open and/or close the office.
- Collect and review pre-trip inspection forms from drivers.
- Possess the ability to effectively communicate, verbally and in written form, with administrators, staff and the community as needed.
- Be responsible for personal and district-owned equipment.
- Attends/Completes District PD and training.

SUPERVISORY RESPONSIBILITIES:

Not Applicable.

QUALIFICATIONS AND REQUIREMENTS:

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/OR EXPERIENCE:

- High School Diploma or equivalent.
- Minimum of three years experience in transportation service operations in a school system or company.
- General knowledge of district bus routes, schools, and residential streets.
- CDL license with passenger and school bus endorsement.

COMMUNICATION SKILLS:

- Ability to write reports and complete work consistent with the duties of this position.
- Ability to effectively present information and respond to questions from administrators, staff and the general public.

MATHEMATICAL SKILLS:

- Ability to add, subtract, divide, multiply, and divide in all units of measure consistent with the duties of this position.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations consistent with the duties of this position.

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to interface effectively with other district personnel and business contacts from outside of the District.

REASONING ABILITY:

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

OTHER SKILLS AND ABILITIES:

- Ability to accurately perform assigned tasks.
- Ability to perform duties in full compliance with district requirements and School Board Policies.
- Knowledge of all Tyler VersaTrans software applications including RP, Trip Tracker and E-link.
- Knowledge of Tyler Student Information System plus.
- Possesses and successfully uses the following skills:
 - Good judgment.
 - Ability to plan effectively.
 - Organizational skills.
 - Ability to communicate well (speaking/writing).
 - Punctuality (personal/job-related).
 - Ability to work under extreme pressure.
 - Possess drive and initiative

PHYSICAL DEMANDS:

The physical demands 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 regularly required to sit and talk or hear. The employee frequently is required to walk and use fingers, tools, or controls. The employee is occasionally required to stand and reach with hands and arms. Specific vision abilities required by this job include close vision, color vision, and depth perception. Occasionally the employee will lift up to 30 lbs. such as to lift files and paper.

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 moderate to loud.

The information contained in this job description is for compliance with the Americans with Disabilities Act (ADA) and is not an exhaustive list of the duties performed by this position. Additional duties are performed by the individuals currently holding this position and additional duties may be assigned.

Dispatcher
SY 2012-2013
Revised SY 2015-2016
Revised SY 2022-2023