DISPATCHER - TRANSPORTATON

Purpose Statement

The job of Dispatcher – Transportation is done for the purpose/s of ensuring the overall coverage required to meet the transportation operation scheduling demands; and evaluating, resolving and/or recommending solutions to incidents, complaints and/or accidents.

Essential Functions

- Assists other personnel for the purpose of supporting them in the completion of their work activities.
- Communicates information and instructions to drivers (e.g. schedules, route changes, road conditions, accidents, emergencies, etc.) for the purpose of advising drivers on a variety of situations that may impact scheduled transportation services.
- Compiles a variety of data (e.g. incident reports, inspections, student count, passenger misconduct, mileage, for the purpose of developing formal reports; conveying information; and complying with mandated requirements and grant requirements.
- Assists the director of transportation and or lead dispatcher with scheduling of district vehicles (e.g. regular routes, field trips, athletic events, meetings, etc.) for the purpose of meeting overall transportation requirements.
- Composes documents (e.g. correspondence, agendas, minutes, bulletins, reports, etc.) for the purpose of communicating information to school and district personnel, the public, state officials, etc.
- Assists the transportation coordinator in developing schedules (e.g. routes, workload, special trips, driver training, etc.) for the purpose of determining driver and equipment requirements.
- Dispatches bus drivers for the purpose of meeting student transportation requirements. May require off duty calls.
- Informs school personnel, parents, etc. of practices and incidents (e.g. rules, regulations, laws, procedures, etc.) for the purpose of providing information for follow-up action and/or proper procedures.
- Assists the director of transportation and or lead dispatcher in evaluating situations (e.g. involving staff, students, parents, the public, etc.) for the purpose of taking appropriate action and/or directing to appropriate personnel for resolution.
- Handles funds (e.g. field trips, lunch money, fund raisers, book fair, book rental, athletic funds, ASB accounts, etc.) for the purpose of processing student fees, sale of products, etc.
- May be required to drive a school bus, as needed.
- Inventories supplies and materials (e.g. copy paper, alternative materials, etc.) for the purpose of ensuring availability of items.
- Manages contract bus use and vendors (e.g. schedules, invoices, contracts, etc.) for the purpose of ensuring effective use of resources.
- Participates in a variety of activities (e.g. meetings, trainings, etc.) for the purpose of receiving and/or conveying information required to perform job functions.
- Recommends policies, procedures and/or actions (e.g. boundary changes, personnel requirements, etc.) for the purpose of providing direction and/or making decisions that enhance student transportation services.
- Prepares written materials (e.g. state reports, attendance, enrollment, financial reports, minutes, brochures, newsletters, etc.) for the purpose of conveying information regarding school and/or district activities and procedures.
- Processes documents and materials (e.g. schedules, incoming deliveries, new enrollees, agendas, mail, etc.) for the purpose of disseminating information and/or materials to appropriate parties.
- Reconciles cash accounts as assigned for the purpose of maintaining accurate balances and complying with accounting practices.
- Researches a variety of topics (e.g. current practices, policies, discrepancies in processes and/or documentation, etc.) for the purpose of providing information for addressing a variety of administrative requirements.
- Responds to inquires of staff, the public, parents and/or students for the purpose of providing information and/or direction as may be required.
- Resolves schedule problems (e.g. driver absenteeism, out-of-service vehicles, etc.) for the purpose of ensuring all routes are covered.
- Responds to inquiries from a variety of sources (e.g. students, parents, community services, other school personnel, etc.) for the purpose of providing information relating to bus routes, schedules and/or resolving operational problems.
- Responds to vehicle emergencies for the purpose of making recommendations and/or referral for resolution.

- Assists in the management of the parent pay bus pass program (e.g. Issuing bus passes, creating and maintaining the bus pass data base, monitoring and distributing the route rosters, data input of all bus pass applications, creating a protocol for the bus pass process and data bases.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, non-technical tasks with a potential need to upgrade skills in order to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include: operating standard office equipment including pertinent software applications; performing standard bookkeeping; and preparing and maintaining accurate records.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read a variety of manuals, write documents following prescribed formats, and/or present information to others; and analyze situations to define issues and draw conclusions. Specific knowledge required to satisfactorily perform the functions of the job includes: concepts of grammar and punctuation; office methods and practices; and accounting/bookkeeping principles read and follow instructions; and understand written and oral instructions. Specific knowledge required to satisfactorily perform the functions of the job includes: none specified

ABILITY is required to schedule activities and/or meetings; gather and/or collate data; and use job-related equipment. Flexibility is required to work with others in a variety of circumstances; work with data utilizing specific, defined processes; and operate equipment using defined methods. Ability is also required to work with others; work with specific, job-related data; and utilize specific, job-related equipment. In working with others, some problem solving may be required to identify issues and select action plans. Problem solving with data requires following prescribed guidelines; and problem solving with equipment is limited. Specific abilities required to satisfactorily perform the functions of the job include: communicating with diverse groups; and working with constant interruptions.

Responsibility

Responsibilities include: working under limited supervision following standardized practices and/or methods; providing information and/or advising others; and operating within a defined budget. There is some opportunity to impact the Organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; some climbing and balancing; some stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 80% sitting, 10% walking, and 10% standing. Responsibilities include: working under limited supervision following standardized practices and/or methods; providing information and/or advising others; and monitoring the use of funds. Utilization of some resources from other work units may be required to perform the job's functions. The job is performed under minimal temperature variations and a generally hazard free environment.

Experience: Targeted job related education that meets organization's prerequisite requirements.

Education: High School diploma or equivalent.
Job related experience with increasing levels of responsibility is required.

Required Testing

Pre-employment Proficiency Test

Certificates & Licenses

Ability to obtain (within six months) & Maintain Commercial Drivers License with air brake and Passenger endorsements and School Bus Certificate for use with Type I school buses.

Continuing Education/Training

Upgrades as Needed

Clearances

Criminal Justice/Fingerprint Clearance
TB Clearance