JOB DESCRIPTION **7.10**
MOORE PUBLIC SCHOOLS

Job Title: **Special Needs Supervisor/Dispatcher**

Credentials: Class "B" C.D.L. with PASSENGER and Air Brake Endorsements. State School bus driving certificate. Must obtain certification within two (2) months of hire date.

Education: High School, GED or equivalent experience is required in lieu of High School Degree.

Training or Experience Required: Previous student Transportation Supervisory experience desired.

Special Skills:

1. Communication Skills (oral, written, or business): Basic communication skills to exchange information give/receive instruction and respond to inquiries. Includes filling out forms, knowledge of grammatical structure, vocabulary for preparing correspondence from rough draft or proofing of completed material. Communicates in clear, grammatically correct English. In addition, composes correspondence; trains and directs others and provides complex instructions; conducts interviews. In addition, makes presentations or provide in-service training.

2. Data Recording/Record Keeping: Performs data recording/record keeping operations determining what changes need to be made to existing records, including computerized records.

3. Mathematical Skills: Performs routine computations requiring knowledge of addition, subtraction, multiplication and division using whole numbers, fractions, decimals and/or percentages.

4. Reading and Interpreting: Reads and interprets complex written or printed materials such as ordinances, resolutions, policies and procedures, complex diagrams, maps, plans, contracts, and regulations.

5. Must have an acceptable Motor Vehicle Driving Record and pass any test that is job related and required by the district.

6. Business Machines (like computers, copiers, etc.): Uses business machines that can be learned from manuals or verbal instructions. Such machines include but are not limited to photocopiers, CRT/computers (prior experience

necessary to operate district's computerized transportation management program).

7. Office Filing and Retrieving: Responsible for establishing and/or maintaining an existing filing system

8. Must be able to organize work; make managerial decisions; must be able to establish effective, positive public relation with parents, school administrators, and employees.

Site: Transportation

Reports To: Director of Transportation

Job Goal: Performs supervisory and some administrative level duties under limited supervision to assist Director in administering the school district's transportation system to provide optimum safety, service, and efficiency. To prepare and train bus drivers and assistants; to provide in-service training; and act as a liaison between parents and Transportation Department.

An incumbent in this position develops policies and procedures. Due to the level of position, the incumbent is required to use discretion, ingenuity and independent judgment in resolving problems and administering the Transportation program.

Contact with Others: An incumbent in this position has regular contact with other school districts and the public. Must be able to answer information request from the public interpreting and translating facts and information, explaining situations and concerns and advising them of alternative courses of action. Must be able to handle complaints and deal with parents and callers. Must use tact and diplomacy, independent judgment, and problem solving. Makes formal presentation; interprets policies and procedures based on experience; provides counseling or mediation techniques as appropriate.

Other Performance Measures:

Successful performance of the job requires good customer service/people skills to handle caller, parent, and other parties. It requires developing proper safety guidelines and policies and making sure subordinates follow these policies. It requires maintaining proper school dress standards, proper attendance or leave policies, and other work-habits concerns. Creativity, initiative, and effective problem solving are critical to handle discipline, grievances, and to motivate a large staff of employees.

Essential Job Functions:

1. Performing evaluations and supervises department employees.
2. Developing and overseeing the establishment of special needs bus routes, maps and scheduling of employees.
3. Handling community/school relations and communications. Overseeing or handling all complaints and complex inquiries from the public, parents, etc. Acts as a liaison between parents and bus drivers concerning discipline.
4. Must be proficient on computerized transportation management program. Assists with enforcement of departmental policies and procedures.
5. Works with the school administration to plan, develop, and implement a transportation program concerning equipment and staffing to meet future needs due to changes in demographics. Works with city and other officials to help implement the program.
6. Communicates route assignments, emergency situations, accidents, breakdowns or any other event that will disrupt service.
7. Determine availability of drivers and assistants regularly assigned to routes, then assigns standby and assistants where necessary.
8. Interacts daily with drivers, assistants and shop employees to ensure service requirements and obligations are met.
9. Maintains on-time bus routes.
10. Attends district meetings and keeps current on changes in transportation technology, rules and regulations.
11. Maintains daily attendance log, which includes person calling in, time of call, reason for absence, expected return date, etc.
12. Obtain daily list of out of service equipment from shop supervisor and assigns spare buses when necessary.
13. Make sure drivers leave bus yard on time and all schedules are kept.
14. Keep communications log and keep operations/key board current.
15. Handle complaints take reports of late buses, breakdowns, accidents and report to director to prevent interruption of service, log complaints/incidents.
16. Coordinates with school officials to insure safe, efficient and timely pupil transportation services.
17. Inform director of any communications, personnel, or incidents that may be (or become) problem areas and affect daily operations.
18. Maintains or ensures that a master list of all routes and trips is maintained, including: a current file or set of files on each route; information needed to describe route and its component parts (program, school, map, assigned vehicle, assigned drivers).
19. Assists drivers with routing directions and communicates special service requirements.
20. Maintains current list of all available standby and call in drivers and spare vehicles.
21. Coordinates emergency response network when there is a problem on a route.

22. Submits required reports and paperwork to the director in a timely fashion.
23. Reports all major problem and/or irregularities to the director.
24. Encourages compliance with district policies and processes. Discusses any breach of policy and procedure noted with the director.
25. Notifies the school of all changes in route assignments, emergency situations, accidents, breakdowns or any other event that will disrupt service.
26. Communicate professionally and effectively with school officials, parents, students, drivers and assistants to resolve relative issues.
27. Sets example of professional behavior by maintaining the proper attitude, dress and TEAMWORK.
28. Search for ways to improve the department, its workplace, and informing management of these suggestions.
29. Obey all Federal, State, Local laws and the "policies and guidelines" of the District.
30. Complete special projects and perform additional duties as assigned.

Supervision exercised: An incumbent supervises a large staff with the majority of the time spent in supervisory or administrative functions such as planning, directing work, solving problems, advising subordinates, making decisions, and interpreting policy. Has responsibility to assist Director to recommend discipline and evaluation of employees.

Physical/Mental Requirements and Working Conditions: the incumbent must posses the ability to drive a bus; however, the employee's job is generally in the office. See bus driver job description for physical requirements associated with bus driving. Employee must have manual/hearing/speaking/seeing ability sufficient to operate bus effectively, operate computer, use telephone, 2-way radio, and communicate with employees and the public. Employee must have mental requirements to handle stress of the job, apply reasoning and self-control under adverse conditions. Employee is subject to call out and overtime work.

Terms of Employment:	250 Days
Salary:	Salary to be established by the Board
Evaluation:	Performance of this job will be evaluated in accordance with the provisions of Board Policy.

Approved: 05/14/2012
Revised 01/08/2024
Revised 02/12/2024