

TRANSPORTATION SCHEDULER

DEFINITION

Under general supervision, schedules and coordinates transportation for special education and other assigned students between home, school, and various community locations; develops and arranges bus routes and stops that meet student needs; resolves scheduling issues or conflicts as they arise; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This classification is responsible for the coordination of programs in the transportation division. Incumbents have responsibility for independently coordinating and implementing the program's goals and objectives. Positions in this classification rely on experience and use considerable discretion and independent judgment to ensure the program's efficient and effective service delivery. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver program services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Schedules transportation for special education and other assigned students between home, school, and various community locations; prepares monthly calendars; adjusts routes and schedules to enhance timeliness and efficiency of transportation activities and resolves related issues and conflicts.
- Develops and arranges bus routes and stops to meet student needs; reviews, verifies, and adjusts schedules in response to school district calendars, address changes, student transfers, school schedule changes, student needs, new students, and service requests; reviews, processes and prepares route consolidations.
- Serves as a liaison between the County Office of Education (Office), bus contractor, parents, staff, faculty, students, and others concerning transportation functions; researches, investigates, and resolves parent, teacher, contractor, and student transportation issues, complaints, and conflicts in a proper and timely manner.
- Utilizes a computerized bus routing and scheduling system; inputs and extracts a variety of student, routing, and scheduling data; initiates queries, manipulates data and generates computerized routes, consolidations, and schedules.
- Compiles information and prepares and maintains various records, reports, and files related to pick-

ups, drop-offs, students, attendance, accidents, calendars, contractors, late buses, staff planning, consolidations, cancellations, and assigned activities; prepares and processes various forms.

- Prepares, verifies, and generates monthly billings for transportation charges as assigned; calculates and determines appropriate contractor payments.
- Communicates with parents, personnel, school districts, and various outside agencies to exchange information and resolve issues or concerns related to student transportation, scheduling, and routing; attends Individualized Education Program (IEP) meetings to support transportation needs and address concerns as requested.
- Coordinates scheduling and routing changes with contractors; contacts contractors concerning student pickups and late buses.
- Modifies schedules and generates re-cap sheets in response to staff planning days as assigned; conducts field checks of new areas as needed; provides input concerning the canceling of buses to enhance cost effectiveness as directed.
- Receives and responds to complaints concerning student behavior issues; researches related incidents and recommends appropriate disciplinary actions such as bus suspensions and warnings in accordance with established policies.
- Attends and participates in various meetings and in-services as required.
- Serves as an informational resource concerning student transportation functions; responds to inquiries and provides information concerning related routes, schedules, standards, requirements, practices, policies, and procedures.
- Researches and arranges for individuals to receive students in the absence of parents as needed; assists in coordinating response to emergency transportation situations as directed.
- Develops and arranges bus routes for field trips and special events.
- Observes and complies with all Office and mandated safety rules, regulations, and protocols.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to the completion of the twelfth (12th) grade; and
- Three (3) years of increasingly responsible experience in transportation scheduling, dispatching, or a closely related field.

Licenses and Certifications:

This position may require employees to travel locally, and specifically, employees must be able get themselves to different locations during their workday. Employees will be responsible for ensuring that they can timely move between locations during their workday either via driving themselves with a valid driver's license or using other modes of transportation, including a ride hailing service, taking a taxi, carpooling, bicycling, etc.

Knowledge of:

- Principles and practices of student transportation.
- Scheduling and routing of student transportation activities.
- Transportation issues and concerns of students with special needs.

- Basic principles of efficient and economical bus routing techniques.
- Methods and techniques of resolving day-to-day transit operational issues.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Office staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Develop and arrange bus routes and stops to meet student transportation needs.
- Utilize computerized systems to generate routes, consolidations, and schedules.
- Review, verify and adjust schedules in response to school district calendars, address changes, student transfers, school schedule changes, student needs, new students, and service requests.
- Review, process and prepare route consolidations.
- Respond decisively and effectively in resolving problems and emergency situations.
- Maintain accurate logs, records, and written records of work performed.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the department and Office in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and judgment within general policy and procedural guidelines.
- Organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various County sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.