

## TRANSPORTATION DISPATCHER

### OVERALL JOB PURPOSE STATEMENT

Under the direction of the Transportation Operations Supervisor, and the day-to-day coordination of the Transportation Router Scheduler, the job of "Transportation Dispatcher" is done for the purposes of dispatching drivers and vehicles according to established schedules; assisting in the planning, coordinating, and data entry of bus routes, schedules and related information in a school district transportation system; and responding to questions from parents, teachers staff, the public, and school administration.

### DISTINGUISHING CHARACTERISTICS

This class is responsible for dispatching, and prioritizing available vehicle and driver resources to meet schedule demands and to serve as an initial point of contact for drivers and the public. Positions in this class assist in the resolution of daily operational problems within department policies and refer problems to a supervisor when policy issues must be resolved. This class is responsible for assisting in the planning and coordinating bus routes. Incumbents of this class may be assigned to drive a bus during a shortage of drivers; however this class differs from bus driver classes which are primarily responsible for operating buses to transport students. The Transportation Dispatcher differs from the Transportation Router/Scheduler which is primarily responsible to design, compose/build, and schedule new and ongoing bus routes and field trips.

### ESSENTIAL JOB FUNCTIONS

- Dispatch drivers and vehicles according to established schedules, making necessary adjustments as appropriate to meet immediate operational situations, for the purpose of ensuring safe and timely transportation of students.
- Communicates information and procedural instructions (e.g. schedule and route changes, vehicle breakdowns, accidents and other emergencies) with drivers for the purpose of maintaining the flow of daily busing activities and advising drivers on how to resolve a variety of unexpected situations.
- Assist the Transportation Router/Scheduler for the purpose of planning and coordinating bus routes and schedules and solving daily operational problems
- Prepares documentation for the purpose of providing written support of actions taken and for conveying information
- Estimate transportation costs as requested for the purpose of providing information to clubs, schools, and other districts for planning and budgeting events.
- Processes data from completed field trips for the purpose of substantiating costs and invoicing customers for services rendered.
- Answer telephone for the purpose of receiving and relaying information and for providing responses to questions from schools, parents or the public.

## CLASSIFIED

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- Maintain current knowledge of safety procedures and operational requirements for the purpose of disseminating accurate information to transportation employees and for solving operational problems appropriately.
- Drive school bus for the purpose of providing route coverage when all other drivers are assigned.
- Assists the Transportation Router/Scheduler in facilitating the District's student bus pass program.

### OTHER JOB FUNCTIONS

- Perform other related duties as assigned.

### ESSENTIAL JOB REQUIREMENTS - QUALIFICATIONS

#### SKILLS, KNOWLEDGE AND/OR ABILITIES REQUIRED

**KNOWLEDGE** of methods, materials and equipment used to provide an efficient transportation program. Applicable geographic areas served by District's transportation system. Laws and regulations related to the transportation of students by school bus. School bus scheduling and dispatching practices. Modern office practices, procedures and equipment. Record keeping techniques. Operation of a computer terminal. Oral and written communication skills. Interpersonal skills using tact, patience and courtesy. Applicable sections of State Vehicle Code and other applicable laws. District organization, operations, policies and objectives.

**ABILITY** to assist in the planning and coordinating of bus routes and schedules in a school district transportation system. Dispatch a school transportation system. Understand and follow oral and written directions. Communicate effectively both orally and in writing. Read, interpret, apply and explain rules, regulations, policies and procedures. Complete work with many interruptions. Maintain records and prepare reports. Establish and maintain cooperative and effective working relationships with others. Analyze situations accurately and adopt an effective course of action. Observe legal and defensive driving practices. Operate a school bus. Meet schedules and timeliness. Work independently with clear direction. Add, subtract, multiply and divide quickly and accurately. Plan and organize work. Work confidentially with discretion.

#### EDUCATION AND EXPERIENCE

Any combination equivalent to: graduation from high school and demonstrated experience as a school bus driver.

#### LICENSES AND OTHER REQUIREMENTS

Valid California Class A or B driver's license, School Bus Driver Certificate and a valid Medical Certificate.

#### GENERAL WORKING CONDITIONS

Dispatch office environment with frequent interruptions; subject to driving a bus as required.