

RED BLUFF JOINT UNION HIGH SCHOOL DISTRICT

JOB DESCRIPTION

JOB TITLE: DISPATCHER/SCHEDULER

DEPARTMENT: TRANSPORTATION

REPORTS TO: DIRECTOR OF TRANSPORTATION

DEFINITION:

Under the supervision of the Director of Transportation. The Dispatcher/Scheduler is responsible for providing support within the student transportation services area with specific responsibilities for monitoring support systems required to meet the transportation operation scheduling demands, establishing, developing and arranging bus routes and driver assignments to meet student transportation needs; serving as a liaison and resources to various parties involved in addressing the transportation needs of students; coordinating communications and information between the district, parents, bus drivers, school sites, and school administrators related to student transportation services; and collecting evaluating and/or referring information relating to transportation system operations. Performs light maintenance duties on school buses and other district vehicles as required for maintenance support in the transportation department.

EXAMPLES OF DUTIES:

Essential duties and responsibilities include the following:

- Assists with maintaining accurate inventory of all shop tools and parts.
- Reviews and prepares invoices for payment.
- Answers telephone calls for the purpose of screening calls, transferring calls, taking messages and responding to inquires about transportation functions, activities, policies and procedures.
- Communicates with drivers and others utilizing a telephone and two-way radio (e.g. reviewing route maps, responding to inquiries, providing information, etc.) for the purpose of assisting with route related problems and requests.
- Creates and maintains routes through regular and extended school year (e.g. physically measuring distances, evaluating and designating bus stops, understanding student needs/limitations and conditions., etc) for the purpose of ensuring bus routes address current student schedules and are in compliance with school safety schedules, policies, and mandated guidance.
- Participates in department meetings, in-service training, workshops, etc. for the purpose of conveying and/or gathering information required to perform job functions.
- Prepares various reports related to students, routes, schedules, field trips, requests, emergency information etc. for the purpose of documenting activities, providing written reference, conveying written information and/or complying with established guidelines.

- Recommends route additions, adjustments, and/or consolidations resulting from students needs (e.g. new developments, road closures, etc.) for the purpose of making efficient and safe routes.
- Responds to a wide variety of inquiries from internal and external parties (e.g. bus drivers, school sites, staff, administrators, angry and concerned parents, etc.) for the purpose of providing information, facilitating communication among parties and/or providing direction.
- Responds to a variety of emergency situations (e.g. accidents, injuries, disruptive student behavior, bus equipment failures, absences/illnesses of staff, etc.) for the purpose of taking the appropriate action to calmly diffuse adverse situations and resolve immediate safety and/or security concerns.
- Schedules activity trips.
- Schedules bus drivers to schedule routes and field trips for the purpose of meeting requested student transportation needs.
- Supports immediate supervisor for the purpose of providing assistance with their functions and responsibilities as may be required in providing student transportation services and DOT driver requirements.
- Conduct daily safety and operations inspection of assigned vehicle; recognize malfunctions in equipment and take appropriate action; report needed mechanical repair when necessary.
- Perform routine servicing of district vehicles, including fueling, cleaning the vehicles interior; repair seats using a bonding kit for minor repairs and replace seat covers as needed; clean the exterior of the vehicle, including steam cleaning, washing and polishing the vehicle.
- May assist with performing substitute school bus driver services.
- Respond to requests and inquiries from parents, staff, students and the general public.
- Administers first aid as required and contacts appropriate administrators in case of any injury or serious illness.
- Performs other related duties as required.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform the essential duties satisfactorily. The requirements listed below are representative of the knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

KNOWLEDGE OF:

- Principles, practices, and methods of operating a school buses and the transporting of students. Methods of scheduling and dispatching a transportation fleet. State laws, rules, and regulations, and Education Code sections pertaining to school bus operations and student transportation. Provisions of the California Motor Vehicle Code and Title 13 applicable to the operation of the vehicles in the transportation of students.

ABILITY TO:

- Ability to interact with all departments and maintain effective working relationships.
- Evaluate schedules and meet deadlines.
- Understand and carry out verbal and written instructions, policies and procedures in an independent manner.
- Problem solve to analyze issues and create action plans.
- Operate equipment used in school bus servicing
- Operate a variety of equipment and tools in a safe and effective manner.
- Work independently in the absence of or under limited supervision within a framework of well-defined policies and procedures.
- Work closely with the accounting department.
- Prepare a variety of monthly and annual reports.
- Lift heavy items safely when needed.
- Operate a District vehicle.
- Communicate with vendors.
- The ability to plan and organize work with minimum supervision.
- Perform light to moderate manual labor; learn to perform minor repairs.

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 job functions.

- Persons performing services in this position classification will exert up to 50 to 75 pounds of force frequently to lift, carry, push, pull, or otherwise move objects.
- This type of work may involve ascending and descending ladders, stairs, and ramps, and will involve walking, standing or sitting for extended periods.
- Requires mobility to stand, stoop, reach and bend.
- Perceiving the nature of sound, near and far vision, depth perception, providing oral information, the manual dexterity to operate equipment and use hand tools, and handle and work with various materials and objects are important aspects of this job.
- Exposure to hot, cold, wet, humid, or windy conditions caused by weather may occasionally be experienced.

ENVIRONMENT

- Work environment – indoors and outdoors.
- Ability to work in a standard office environment
- Temperature – normal climate, occasional adverse weather conditions.

EXPERIENCE AND EDUCATION

Any combination equivalent to training and experience that could likely provide the required knowledge, skills and abilities would be qualifying. A typical way to obtain the knowledge, skills and abilities would be:

EXPERIENCE:

Two years of successful or training in transportation routing, scheduling, dispatching, and general office procedures; or any combination of training and experience that could likely provide the desired knowledge and abilities.

EDUCATION

- Equivalent to completion of high school, supplemented by coursework or training in a warehouse and/or transportation environment.

TRAINING:

- Formal or informal education or training which ensures the ability to read and write at a level necessary for successful job performance.

LICENSE OR CERTIFICATES

- Possession of a valid California Drivers License.
- Possession and maintenance of a valid Class B with a (P) Passenger Endorsement.
- Possession and maintenance of a California Special Type 1 Driver Certificate for School Bus.
- Possession and maintenance of a valid medical certificate.
- Possession and maintenance of a valid first aid and CPR certificate.

SPECIAL REQUIREMENTS

Essential duties require the following:

- Possession and maintenance of a safe driving record that is in compliance with the restrictions set forth by the California Vehicle Code.
- Use safety equipment designated for this position.
- Drug testing clearance.