

### Dispatcher

#### Purpose Statement

The job of Dispatcher is done for the purpose/s of providing support within the student transportation services area with specific responsibilities for processing service requests pertaining to routine and emergency maintenance issues; maintaining department records in accordance with mandated requirements; and coordinating assigned projects.

This job reports to Manager, Transportation

#### Essential Functions

- Compiles a variety of data (e.g. incident reports, inspections, student counts, mileage, driver routes, driver attendance, etc.) for the purpose of developing formal reports, conveying information and complying with mandated requirements.
- Informs school personnel and parents of practices (e.g. rules, regulations, laws, transportation related information, etc.) for the purpose of providing information for their follow-up action.
- Participates in unit meetings, in-service training, workshops, etc. as required for the purpose of conveying and/or gathering information required to perform job functions.
- Processes a variety of materials (e.g. service orders, route changes, request for time off, etc.) for the purpose of updating and distributing information, authorizing action and/or complying with mandated requirements.
- Receives inquiries from students, parents, and/or staff (e.g. stop locations, schedule, state regulated policies, etc.) for the purpose of providing the necessary information regarding transportation services.
- Reviews bus video for the purpose of determining appropriate student behavior while riding the school bus.
- Schedules substitute drivers for the purpose of ensuring routes are completed in the absence of a regular driver.
- Schedules work assignments for regular drivers for the purpose of ensuring completion of transportation routes in a timely manner.
- Serves as school bus driver for the purpose of ensuring routes are covered when a driver is absent.
- Serves as back-up for office staff for the purpose of ensuring the transportation department receives calls and customers in a timely and efficient manner.
- Serves as primary trainer (e.g. resolving conflict, harassment, evacuation and accident procedures, bus safety, etc.) for the purpose of ensuring drivers are efficient and effective in transporting students.

#### Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

#### Job Requirements: Minimum Qualifications

##### **Skills, Knowledge and Abilities**

SKILLS are required to perform multiple tasks with a potential need to upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: operating two way radio and county emergency radio; operating standard office equipment including utilizing pertinent

software applications; performing standard clerical procedures; 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 based competencies required to satisfactorily perform the functions of the job include: pertinent department policies and procedures; office practices and procedures; and concepts of grammar and punctuation.

ABILITY is required to schedule a number of activities, meetings, and/or events; gather, collate, and/or classify data; and consider a number of factors when using equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined and similar processes; and operate equipment using standardized methods. Ability is also required to work with a diversity of individuals and/or groups; work with a variety of data; and utilize a variety of job-related equipment. Problem solving is required to analyze issues and create action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is limited. Specific ability based competencies required to satisfactorily perform the functions of the job include: adapting to changing work priorities; meeting deadlines and schedules; setting priorities; working with detailed information/data; and working with frequent interruptions.

**Responsibility**

Responsibilities include: working independently under broad organizational guidelines to achieve unit objectives; leading, guiding, and/or coordinating others; operating within a defined budget. Utilization of resources from other work units is often required to perform the job's functions. There is a continual opportunity to significantly impact the organization's services.

**Work Environment**

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, and significant fine finger dexterity. Generally the job requires 80% sitting, 10% walking, and 10% standing. This job is performed in a generally clean and healthy environment.

**Experience:** Job related experience is desired.

**Education:** High school diploma or equivalent.

**Equivalency:**

**Required Testing:**

Pre-Employment Drug Test

**Certificates and Licenses**

Class "B" Commercial Driver's License (or above)  
w/Bus & Passenger Endorsement  
CPR/FA/AED Certificate

**Continuing Educ. / Training:**

Maintains Certificates and/or Licenses

**Clearances**

Criminal Background Clearance  
10 Year Motor Vehicle Record  
DOT Physical

**FLSA Status**

Non Exempt

**Approval Date**

6/25/2018

**Salary Grade**

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