

Adopted 7/22/03

DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS:

The work involves responsibility for the dispatching of bus drivers transporting pupils to school and alerting them to the changing road conditions. The work also involves answering telephone calls, providing information involving transportation related issues and relaying messages to bus drivers and other transportation personnel. The work is performed under the direct supervision of a Head Bus Driver. Does related work as required.

TYPICAL WORK ACTIVITIES:

Operates two-way radio to dispatch bus drivers to proper route and relays messages to alert them of changing road conditions;

Monitors FM two-way and citizen band radios concerning the school transportation system and relays messages to bus drivers, repair personnel and school officials;

Stays in communication with all Bus Drivers to ensure that all routes are dispatched;

Answers telephone calls and provides information, answers routine transportation questions and provides minor problem resolution;

Reports complaints and/or concerns to Head Bus Driver;

Gathers information daily from bus on board computers and prints reports for Head Bus Driver;

Updates, records, edits and retrieves transportation reports, correspondence, and other data;

Prepares a variety of records and reports;

Provides guidance and instruction on bus assignments and procedures;
Checks buses for compliance with safety laws and district safety guidelines;
Assists bus drivers with day-to-day activities by notifying them of additional stops,
rerouting information and locating students.

FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS:

Good knowledge of operation of two-way radio equipment;
Good knowledge of the geography of the district;
Working knowledge of fleet capabilities;
Working knowledge of transportation and safety procedures as it pertains to
school buses;
Ability to operate a two-way radio system;
Ability to perform calmly in emergency or stressful situations;
Ability to use an alphanumeric keyboard to enter and retrieve data from a
Computer;
Ability to prepare and maintain written and oral reports;
Ability to communicate effectively;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma.