

## SAN JOSE UNIFIED SCHOOL DISTRICT

### **I. Title:** Transportation Scheduler / Dispatcher

### **II. Definition**

Under general supervision, assign drivers to cover required work; schedule and coordinate efficient and effective school bus transportation for students requiring service; assist in the training and supervision of drivers; keep necessary records; handle complaints on routing and scheduling; assist and provide support to Transportation staff; supervises and directs the work of drivers and other staff; perform other related duties as assigned.

### **III. Examples of Duties**

Schedule, dispatch and assign bus drivers to appropriate routes and extra work in accordance with students needs, District schedules and established laws, regulations, policies and procedures. Monitor and ensure applicable regulation, policy and procedure is followed by Transportation staff.

Develop, review, maintain and arrange stops and runs of special and regular education routes, including minimum days and special schedules according to class times, number of pupils, student requirements and bus capacities, ensuring it is accurate and complete, using available resources as efficiently as possible. Adjust routes as required in response to student needs, requests, and other issues and concerns. Maintain lists of eligible students, providing information to students and schools, arranging and/or providing means for students to get to and from school.

Provide technical assistance and guidance to bus drivers regarding routes, schedules, directions, bus stops and related activities. Serve as a technical resource to parents, schools, staff, drivers and others for transportation activities, schedules, routes, trips, assignments, laws, rules, regulations, policies and procedures. Use experience and resources, in addition to regulation, policy and procedure, to determine consistent courses of action and implementation.

Maintain contact with drivers and contractors by two-way radio, telephone and other means of communication, and advise on situations in the field that arise.

Analyze routes for efficiency, recommending and implementing changes as needed. Review school bell times, traffic patterns and bus stop locations, recommending and facilitating changes necessary to improve operations and efficiency.

Ensure parents, students, schools, drivers, others have accurate information and are adequately informed of all changes and procedures that may affect them. Maintain various transportation boards. Communicate under a variety of conditions with District personnel, drivers, parents, contractors, vendors, various outside agencies and others as required, ensuring that a cooperative and high quality working relationship exists in all communications.

Receive, investigate and take steps to resolve conflicts and complaints from all sources regarding Transportation operations. Provide assistance to, respond and confer with drivers, students, parents, schools, departmental and District personnel. Confer with principals, drivers, and parents regarding pupil behavior.

Compute mileage, hours, and costs of field trips for billing; compute mileage, hours and costs of other work performed, or generate estimates of the potential cost of work. Provide constructive input concerning the development and implementation of departmental policies and procedures.

Drive as relief or substitute driver as required and assist in driver training and instruction. Provide and/or obtain training consistent with the duties in this job description.

Operate computers and other office machines as required. Work with, maintain, and assist in maintaining, various computers and data files, including student, geographic, boundary, field trip, employee and other data, used in the department and elsewhere in the district. Initiate queries, develop documents, and generate written and verbal reports as needed and/or required. Utilize provided software to maintain records of daily operations. Attend and participate in a variety of meetings as assigned.

Maintain accurate and current records, current information on laws as they pertain to school pupil transportation, district policies and contracts. Generate detailed reports and make presentations as required. Monitor inventory levels of supplies and equipment. Create and maintain documentation of tasks and procedures performed, evaluating for efficiency and modifying procedures as needed.

Assist transportation workers regarding work methods, procedures and problem solving. Review and ensure all work is accurate and in compliance with established guidelines, requirements and procedures. Provide input concerning employee evaluations as requested.

Perform related duties as assigned.

#### **IV. Distinguishing Characteristics**

Must demonstrate an ability to be a positive, open role model, and be focused on providing the best service possible to all customers of the department. Employees in this classification supervise, direct and approve the work of driving staff and other Transportation personnel.

#### **V. Employment Standards**

**A. Knowledge of:** Transportation routing and scheduling including computers systems application, laws and regulations governing the transportation of pupils in the State of California, materials, equipment and standard practices of transporting all types of students.

**B. Ability to:** Effectively dispatch and route buses; analyze situations and recommend an effective course of action; deal with high stress situations, under continuous interruption, in a calm and tactful manner; satisfactorily complete tasks and assignments in a timely and accurate manner and meet established deadlines; read, write and speak at a level for successful job performance; work with limited supervision within a framework of standard policies and procedures; follow oral and written instructions and provide clear, logical oral and written instruction and guidance to others.

**C. Education/Training/Experience:**

Completion of 12th grade, or any combination of education, experience, and training which meets or exceeds the standards of knowledge, skills, and abilities listed above; At least three years experience in school pupil transportation; Experience and/or education related to home-to-school and special education routing for school pupil transportation.

**D. Licenses/Certificates:**

Valid Class B California Drivers License with appropriate endorsements.

Valid California School Bus Driver and Medical certificates.

Date Board Approved: September 9, 2010

Range: 30