

CAPISTRANO UNIFIED SCHOOL DISTRICT
San Juan Capistrano, California

TRANSPORTATION DISPATCHER

DEFINITION

Under general supervision, coordinates the school bus fixed route and special education operations; schedules driver assignments for home to school, athletic and educational field trips; monitors and assists in the delivery of service via two-way radio and telephone communications.

EXAMPLES OF DUTIES

- Schedules drivers and equipment to field trips, extra curricular and athletic transportation services.
- Monitors arrival and departure times of drivers/buses; schedules substitute drivers and equipment, as necessary; communicates with bus companies and schools to make transportation arrangements.
- Completes forms necessary to schedule field trips. Calculates costs for field trips and special events.
- Contacts emergency services regarding vehicle collisions.
- Notifies garage of inoperative vehicles.
- Monitors two-way radio base station to communicate with drivers.
- Prepares maps and routine instructions for extra trips as required.
- Monitors, coordinates and prioritizes transportation needs and schedules; inform supervisor of problems.
- Ability to drive a school bus when needed.
- Responds to parent and student questions regarding transportation program.
- Assists with pupil behavior management problems and responds to pupil transportation complaints.
- Maintains a variety of records and files related to pupil transportation.
- Performs varied clerical duties as required, including data entry and extraction.
- Ability to create and work with spreadsheets and other forms of computer data.

QUALIFICATIONS

Knowledge of:

Safe driving practices; modern office practices and procedures, including telephone techniques, standard office machines, including computer and basic mathematics. Provisions of the California Vehicle Code, CCR Title V, and the Education Code applicable to the operation of vehicles in the transportation of school pupils; basic principles of a school district transportation system is desirable.

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Ability to:

Perform and coordinate a wide variety of responsible dispatch work to accommodate the transportation requirements of the District. Using independent judgment, complete assignments effectively and efficiently with frequent interruptions; compile and maintain accurate and complete records; interpret, explain, and apply regulations, policies and operational procedures; maintain confidentiality and use discretion in the course of completing duties; operate office equipment including microcomputers, radio and calculator; understand and carry out oral and written instructions; communicate effectively both in person and on the radio; have an understanding and appreciation of human diversity; establish and maintain cooperative working relationships. Comply with the District's customer service standards, as outlined in Board Policy.

Keyboard or type at a net corrected speed of 30 words per minute is desirable.

Experience:

Three years experience as a school bus driver in different types and sizes of school buses, including special education; or three years experience dispatching commercial vehicles on fixed and variable route assignments; or three years experience in a position that demonstrates comprehension/familiarity with the concepts/principles of route formation and dispatching procedures and techniques.

-OR-

Two years general clerical experience, including the use of computers. Experience in a position that demonstrates comprehension/familiarity with the concepts/principles of route formation and dispatching procedures and techniques desirable.

Education:

Equivalent to the completion of the twelfth grade.

License/Testing Requirement:

Possession of a valid California Commercial Driver's License, DL-45 School Bus Driver Special Certificate, DL-51 Medical Certificate, and Red Cross approved First Aid Card. Subject to pre-employment drug testing. Must be insured and remain insurable by the District's insurance carrier.

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