

VISTA UNIFIED SCHOOL DISTRICT

TRANSPORTATION SCHEDULER/DISPATCHER

Purpose Statement

The purpose of a Transportation Scheduler/Dispatcher is to provide support within the student transportation services area with specific responsibilities for assisting in the planning and coordination of bus routes and schedules; dispatch drivers and equipment required for transportation of students on regular and special schedules; process service requests pertaining to routine and emergency maintenance issues; maintain department records in accordance with mandated requirements; coordinate assigned projects.

This job reports to the Director of Transportation.

Essential Functions

- Answers telephone system for the purpose of screening calls, transferring calls, responding to inquiries, and/or taking messages.
- Attends meetings, workshops, and/or in-service training for the purpose of conveying and/or gathering information required to perform functions.
- Collaborates with a variety of internal and external parties (e.g., students, parents, staff, charter bus vendors, etc.) for the purpose of conveying and/or gathering information, determining and monitoring the appropriate course of action, and ensuring compliance with established guidelines.
- Communicates with drivers for the purpose of assisting with notification of route changes, schedules, vehicle breakdown, accidents, or other emergencies.
- Dispatches drivers and equipment for the purpose of fulfilling special transportation requests, assigning substitute drivers as needed, and avoiding service disruptions.
- Drives school buses of varying sizes and complexity for the purpose of transporting passengers over scheduled routes to and from school and/or special excursions in a safe and timely manner.
- Greets individuals entering the building (e.g., students, staff, visitors, parents, vendors, etc.) for the purpose of responding to inquiries and/or directing individuals to appropriate location in accordance with established building security procedures.
- Maintains a variety of manual and electronic documents, files, and records (e.g., charter bus contracts and quotes, incident reports, inspections, student counts, mileage, invoices, attendance and payroll information, etc.) for the purpose of ensuring the availability of documentation and compliance with established policies and regulatory guidelines.
- Performs general clerical functions (e.g., scheduling, copying, faxing, data entry, filing, etc.) for the purpose of supporting office operations.
- Plans and reviews bus routes and schedules for the purpose of dispatching drivers and equipment required for transportation of students on regular and special schedules.
- Responds to inquiries from students, parents, and/or staff (e.g., stop locations, schedules, policies, regulations, etc.) for the purpose of providing the necessary information regarding transportation services.
- Supports assigned administrative personnel for the purpose of providing assistance with their functions and responsibilities.

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, technical 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:

- applying job-related codes, regulations and laws;
- operating standard office equipment including using pertinent software applications and office technology;
- 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 solve practical problems. Specific knowledge based competencies required to satisfactorily perform the functions of the job include:

- job-related codes/laws/rules/regulations/policies;
- local streets and locations;
- operating standard office equipment including utilizing pertinent software applications;
- recordkeeping and record retention practices;
- safe driving practices;
- safety and security practices.

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 variety of circumstances; work with data utilizing defined but different processes; and operate equipment using a variety of 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:

- accuracy and attention to detail;
- adapting to changing priorities;
- analyzing issues and determining an appropriate course of action;
- communicating with diverse groups;
- displaying tact and courtesy;
- establishing and maintaining effective working relationships with others;
- meeting deadlines and schedules;
- multitasking;
- operating motor vehicles;
- planning and organizing work;
- preparing accurate records;
- understanding and following oral and written directions;
- working as part of a team;
- working under time constraints;
- working with frequent interruptions.

Responsibility

Responsibilities include: working under limited supervision using standardized routines; providing information and/or advising others; leading, guiding, and/or coordinating others; operating within a defined budget. Utilization of resources from other work units may be required to perform the job's functions. There is a continual opportunity to 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 90% sitting, 5% walking, and 5% standing. The job is performed under minimal temperature variations and in a clean atmosphere.

Experience: Job related experience is desired.

Education: High school diploma or equivalent.

Equivalency: Graduation from high school or equivalent and two years of experience in dispatch and/or as a Bus Driver.

Retention: In accordance with Education Code 45301, an employee appointed to this class must serve a probationary period of one hundred thirty (130) days of paid regular service (excluding days absent for illness or injury) during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.

Required Testing

For those candidates who meet the minimum qualifications, the assessment process will consist of any one or more of the following: Screening for most qualified candidates, Training and Experience Evaluation, a Written Test, a Performance Test, and/or a Qualifications Appraisal Interview.

Certificates and Licenses

Valid California Class A or B commercial Driver License with passenger and air brake endorsement.

School Bus Driver California Special Driver - School Bus Certificate issued by the Department of Motor Vehicles.

Valid DMV Medical Certificate (Forms MCSA-5875 and 5876).

Valid First Aid/CPR Certification.

Continuing Educ. / Training

Clearances

Fingerprint and Background Clearance
 Drug Test
 Tuberculosis Clearance

FLSA Status

Non-Exempt

Approval Date

Revised: 06/1994
 Revised: 08/20/2019

Salary Grade

Classified, Range 49