



IRVINE UNIFIED SCHOOL DISTRICT

DISPATCHER/SCHEDULER

DEFINITION:

Under the supervision of, the Transportation Administrator, schedules athletic and educational field trips; assist as needed scheduling driver assignments for home-to-school, performs various duties supporting the regular and Special Education program operations; communicates with drivers via two-way radio and telephone communications. Performs a variety of administrative support functions for the Transportation department; drives a school bus as needed.

DISTINGUISHING CHARACTERISTICS:

The Dispatcher/Scheduler is an entry level position. Incumbents must be capable of working reliably and independently to carry out assigned tasks. The Dispatcher/Scheduler II provides complex transportation support and is the more experienced-level classification in the series. Incumbents are responsible for coordinating and scheduling daily routes for regular and special education students.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Schedules drivers and assigned transportation equipment for field trips, extra-curricular and athletic transportation services.
- Monitors arrival and departure times of drivers and buses; schedules substitute drivers and transportation equipment as needed; communicates with bus companies and schools to make transportation arrangements.
- Prepares forms required for scheduling trips; prepares and maintains a variety of records and files related to pupil transportation.
- Communicates with personnel, parents and various outside agencies to exchange information and resolve issues or concerns.
- Operates two-way radio base station to communicate with school bus drivers regarding schedule or route changes, vehicle breakdowns, accidents, emergencies, road conditions, road hazards and other concerns; notifies drivers or authorities as appropriate.
- Notifies garage of inoperative vehicles.
- Performs varied clerical duties including data entry related to assigned activities as required; prepares maps and routine instructions for additional trips as required.
- Monitors schedules and informs appropriate personnel of issues with routes and schedules.
- Assists with pupil behavior management problems per established procedures and responds to pupil transportation complaints.
- Calculates costs for field trips and special events.
- Performs a variety of administrative support functions for the Transportation department including answering telephones, greets visitors and responding to inquiries and special requests; sends and receives emails; directs inquiries to the appropriate department or person as needed; Responds to parent and student questions regarding transportation program; assists with resolving pupil transportation issues and concerns.
- Operates a variety of office equipment including calculator, copier, fax machine, computer and assigned software.
- Enforces District Policy and Procedures and maintains student discipline on the bus.
- Dispatches emergency equipment to breakdown or accident locations; contacts emergency services regarding vehicle collisions; notifies garage of inoperative vehicles.
- Attends and participates in meetings and in-service trainings as assigned.
- Drives a school bus; over designated routes in accordance with time schedules as needed; observes and evaluates traffic conditions, and road hazards; drives other District vehicles as assigned.

QUALIFICATIONS GUIDE

Knowledge of:

- Safe driving methods, defensive driving practices and procedures.

- Applicable laws, codes, rules and regulations related to pupil transportation including provisions of California Vehicle Code and Education Code.
- Proper operations of school buses.
- Geographic areas of District, County, location and attendance boundaries of District schools.
- Appropriate pupil load and distributions.
- Modern office practices, procedures and equipment.
- Health and safety regulations.
- Methods, practices and procedures of transportation planning and dispatching transportation vehicles.
- Operation of a computer, assigned software and two-way radio.
- Record-keeping and filing preparation techniques.
- Telephone techniques and etiquette.
- Interpersonal skills using tact, patience and courtesy.
- Oral and written communication skills.

Ability to:

- Perform various duties to support the transportation requirements of the District.
- Interpret, apply and explain laws, codes, rules and regulations related to assigned activities.
- Drive a school bus safely and efficiently.
- Plan, schedule and assign bus drivers to field trips, extra-curricular and athletic transportation services.
- Schedule transportation equipment appropriately.
- Observe legal and defensive driving practices.
- Prepare and maintain a variety of logs, records and reports.
- Operate a variety of office equipment including a computer and assigned software.
- Operate a two-way radio.
- Work independently with little direction.
- Plan and organize work.
- Answer telephones and greet the public courteously.
- Understand and resolve issues, complaints or problems related to assigned activities.
- Meet schedules and time lines.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative and effective working relationships with others.

EDUCATION/EXPERIENCE:

Any combination equivalent to: graduation from high school and three years of experience driving a bus including responsibility for planning and scheduling bus routes.

LICENSES AND OTHER REQUIREMENTS:

- Valid unrestricted California driver's license with appropriate passenger endorsements.
- Current California Special Driver Certificate, valid for driving school buses.
- Current DMV approved Medical Certificate.
- Valid First Aid and Cardio Pulmonary Resuscitation (CPR) Certificate issued by an authorized agency.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Hearing and speaking to exchange information in person and on the telephone.
- Sitting for extended periods of time.
- Bending at the waist, kneeling or crouching to retrieve materials and files.
- Reaching overhead, above the shoulders or horizontally.
- Seeing to read a variety of materials.
- Lifting, carrying, pushing or pulling objects up to 25 pounds.

WORK ENVIRONMENT:

Indoor and outdoor work environment. Constant interruptions. Driving a vehicle to conduct work. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Hazards include:

- **Seasonal heat and cold or adverse weather conditions.**
- **Exposure to fumes, dust, odors, oil, grease and gases.**
- **Traffic hazards.**

Previously Revised: 06/2017