



IRVINE UNIFIED SCHOOL DISTRICT

DISPATCHER/SCHEDULER II

DEFINITION:

Under the supervision of the Transportation Administrator, develops, coordinates and revises regular and special education bus routes and schedules; assigns bus drivers to designated routes and for special education event trips; 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 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. The Dispatcher/Scheduler is an entry level position. Incumbents must be capable of working reliably and independently to carry out assigned tasks.

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

- Develops, coordinates and revises regular and special education bus routes and schedules; maintains the effective and efficient utilization of drivers and vehicles; accommodates changes in passenger load, pick-up points, and safety concerns; enforces compliance of routes and schedules with established policies and procedures.
- Schedules and dispatches bus drivers and vehicles; establishes routes and schedules in accordance with established guidelines; reviews routes and schedules to accommodate changes; updates route sheets for drivers.
- Operates a two-way radio to dispatch drivers and vehicles in accordance with established schedules and to fulfill special education transportation requests; communicates 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.
- Monitors, coordinates and prioritizes transportation needs and schedules; oversees arrival and departure times of drivers/buses; schedules substitute drivers and equipment as necessary; communicates with bus companies and schools to make transportation arrangements.
- Assists in the coordination of transportation for field trips and special education events.
- Prepares and maintains a variety of logs, lists, records, maps, reports and files related to pupil transportation.
- 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, staff and student questions regarding transportation program; resolves pupil transportation issues and concerns.
- Provides technical expertise, information and assistance to the Administrator-Transportation, and other transportation staff regarding transportation activities.
- Compiles data from a variety of sources; types and inputs data related into an assigned system; creates new profiles in an assigned database; makes necessary corrections and assures accuracy of input data; prepares maps and routine instructions as required.
- Operates a variety of office equipment including a calculator, copier, fax machine, computer and assigned software.
- Communicates with drivers, school and office staff regarding schedule or route changes; informs school sites of transportation schedule changes.
- 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:

- Principles and practices of transportation planning and dispatching transportation vehicles.
- Geographic areas of District, County, location and attendance boundaries of District schools.
- Appropriate pupil load and distributions.
- Safe driving methods, defensive driving practices and procedures.
- Proper operations of school buses.
- Applicable laws, codes, rules and regulations related to pupil transportation including provisions of California Vehicle Code and Education Code.
- Modern office practices, procedures and equipment.
- Operation of a computer, assigned software and two-way radio.
- Health and safety regulations.
- Telephone techniques and etiquette.
- Record-keeping and filing preparation techniques.
- 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.
- Plan, coordinate and develop bus routes and schedules.
- Assign bus drivers to designated routes and special education event trips.
- Review routes and schedules to accommodate changes.
- Prepare and maintain a variety of logs, records and files.
- Interpret, apply and explain laws, codes, rules and regulations related to assigned activities.
- Drive a school bus safely and efficiently.
- Observe legal and defensive driving practices.
- Work independently with little direction.
- Plan and organize work.
- Answer telephones and greet the public courteously.
- Understand and resolve issues, complaints or problems.
- Meet schedules and time lines.
- Operate a variety of office equipment including a computer and assigned software.
- Operate a two-way radio.
- 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate. Hazards include:

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

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